
Complaints and Whistleblowing Policy

Scope

This policy applies to training programmes based on CAA syllabi.

At Corporate Flight Training, it is our aim to give excellent service to all our customers, but we do recognise that things can occasionally go wrong. We take any complaints that we receive extremely seriously, and we aim to resolve all of our customers' concerns fairly, promptly and efficiently.

Complaints give us valuable information that we can use to improve customer satisfaction. Our complaints handling procedure will enable us to address a customer's dissatisfaction and may also prevent the same problems that led to the complaint from happening again.

Handled well, complaints can give our customers a form of redress when things go wrong, and can also help us continuously improve our services to our valued clients

A complaint relates to any dissatisfaction with the provision of our training that has been drawn to the attention of a member of the training team but where the complainant is not satisfied with the outcome.

Whistleblowing relates to disclosures regarding any action that an individual considers to be illegal, unethical or not in line with company policies. In legal terms, whistleblowing relates to workers, however we will recognise disclosures from any learners, members of staff or the public.

Our Appeals Policy addresses issues with assessment decisions and is not part of the scope of this policy.

The purpose of this policy is to demonstrate our commitment to ensuring any concerns and complaints are dealt with efficiently and that we operate to the highest standards of openness, honesty and accountability.

Our commitment

We aim to ensure learner and client satisfaction at all times. Anyone involved in any aspect of the delivery, assessment and outcomes has the right to complain if they are dissatisfied about any aspect of the service they receive.

Our procedures

- We will ensure that our staff are fully conversant with our policy and how to follow the procedures. We will:
 - Provide our clients how with details of how to appeal an assessment decision.
 - Informally discuss any concerns with learners or other stakeholders with a view to resolving concerns before a formal complaint is made.
 - Only address a formal complaint when informal discussions and actions do not resolve the issue and if the stakeholder makes a request to do so.
 - Follow our complaints and whistleblowing procedure to ensure timely and transparent decisions are made and so that any required actions can be carried out without adverse effect on learners' progress.
 - Ensure that any complaints and disclosures are handled confidentially and only provide to others the information needed to carry out a full investigation and make a response.

- Ensure that any documentation related to the complaint is maintained confidentially. Full details will only be held for three months after the resolution of the complaint. Anonymised details will be maintained for one year after resolution of the complaint to contribute to our continuous improvement process.
- Ensure that any complaint or disclosure made in good faith will not disadvantage the complainant or lead to victimisation.
- Monitor complaints and disclosures we receive to review our service and contribute to continuous improvement.

Supporting Documentation

- Complaint Form

Formal Complaints Procedure:

We aim to resolve any issues at ground level and request that you speak to the person concerned, the front-line staff member or training team member involved. We actively encourage our personnel to rectify any problems immediately, before escalating them further. If you are unhappy with the way your issue or problem has been dealt with by one of our frontline staff or training team you should direct your issue as follows via formal process:

Stage 1

This process only applies after an informal discussion has taken place.

- The complaint/disclosure must be made to the Head of Training (HT).
- Complaints must be made using the Complaint Form.
- Disclosures must be made by email
- The HT carries out an investigation, collating all relevant evidence
- The HT completes the Complaint Form (for complaints, or send an email for Disclosures) and responds to the client within seven working days of the complaint/disclosure
- The Client acknowledges the recommended outcome and signs the form (or responds by email in respect of Disclosures). If resolved, no further action is required. If unresolved move to Stage 2.

Stage 2

- The complaint is now escalated to the CAA

We will formally review this policy in January 2022. However, we will keep this policy under review until then, and we welcome feedback on our approach

Yasmin Milner
Head of Training
Corporate Flight Training
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COMPLAINT FORM V1 JAN 2020

Name of Complainant:	
Please give details of the initial discussion that has taken place: Who was engaged in the discussion? When did the discussion take place?	
Please state details of the complaint:	
Signature:	Date of signature:
Investigating Officer:	
Summary of information obtained: Outcome of complaint: Next step:	
Signature:	Date of signature:
Complainant acknowledgement I have received the details of the investigation and outcome of the appeal. <input type="checkbox"/> I accept the recommended outcome of complaint <input type="checkbox"/> I wish to progress my complaint to the CAA	
Signature:	Date of signature: