



Complaints and Compliments Policy

Gtec Media Limited

Complaints and Compliments Policy

Policy Owner: Gtec Media Limited

Approved By: Geoff Hunter, Director

Version: 1.0

Effective Date: 15 April 2026

Review Date: Annually

1. Policy Statement

Gtec Media Limited is committed to delivering high-quality services across all areas of its operations including:

- Adult Skills & Learning provision
- Digital inclusion and online learning services
- IT support and technical services
- Digital marketing and advertising services
- Research and consultancy services

We value feedback from learners, clients, partners, stakeholders and members of the public. Complaints and compliments help us improve our services, maintain high standards, and recognise good practice.

We are committed to:

- Handling complaints fairly, consistently and promptly
- Treating all complainants with dignity and respect
- Learning from complaints to improve service delivery
- Recognising compliments and positive feedback

- Maintaining clear records of complaints, compliments and actions taken

2. Scope

This policy applies to:

- Employees
- Tutors and trainers
- Contractors and associates
- Learners
- Clients
- Partner organisations
- Members of the public
- Stakeholders

It applies across all activities undertaken by Gtec Media Limited.

3. Definitions

Complaint

A complaint is any expression of dissatisfaction regarding:

- The quality of a service
- Conduct or behaviour of staff or associates
- Delays or failure in service delivery
- Communication issues
- Learning delivery or learner support
- Technical support services
- Administrative processes

Compliment

A compliment is any expression of satisfaction, appreciation or praise regarding:

- Service quality
- Staff professionalism
- Learning experience
- Technical support
- Communication
- Overall customer experience

4. Principles

Gtec Media Limited will ensure that:

- Complaints are taken seriously
- Complaints are investigated objectively
- Responses are timely and proportionate
- Confidentiality is maintained where appropriate
- No individual is disadvantaged for raising a genuine complaint
- Feedback is used to improve organisational performance

5. Submitting a Complaint

Complaints may be submitted:

- By email
- In writing
- Verbally
- Through online communication channels
- During training delivery or meetings

Complaints should include:

- Name and contact details
- Nature of the complaint
- Relevant dates or evidence
- Desired outcome where applicable

Complaints should normally be submitted within 30 days of the incident or issue occurring.

6. Complaints Procedure

Stage 1 – Informal Resolution

Where appropriate, concerns should first be raised informally with the relevant member of staff or service representative.

Gtec Media Limited will aim to resolve informal complaints within 5 working days.

Stage 2 – Formal Complaint

If the issue cannot be resolved informally, a formal complaint may be submitted to management.

The complaint will:

- Be acknowledged within 5 working days
- Be investigated fairly and impartially
- Receive a written response normally within 15 working days

Where additional time is required, the complainant will be informed.

Stage 3 – Escalation

If the complainant remains dissatisfied, the matter may be escalated to the Director for final review.

The final decision will normally be issued within 10 working days of escalation.

7. Complaints Records

Gtec Media Limited will maintain a complaints log which may include:

- Date received
- Nature of complaint
- Investigation undertaken
- Outcome
- Actions implemented
- Lessons learned

Records will be handled in accordance with data protection legislation and organisational confidentiality requirements.

8. Learning and Continuous Improvement

Complaints will be reviewed periodically to identify:

- Trends or recurring issues
- Opportunities for improvement
- Staff training needs
- Process improvements

Corrective actions will be implemented where appropriate.

9. Compliments Process

Compliments and positive feedback may be received verbally or in writing.

Compliments may relate to:

- Individual staff members
- Tutors or trainers
- Service delivery
- Learner outcomes
- Technical support
- Customer service

Compliments will be:

- Shared with relevant staff where appropriate
- Recorded as part of quality improvement monitoring
- Used to recognise good practice and high standards

10. Equality and Accessibility

Gtec Media Limited is committed to ensuring that the complaints and compliments process is accessible and fair to all individuals regardless of:

- Age
- Disability
- Gender
- Ethnicity
- Religion or belief
- Sexual orientation
- Socio-economic background

Reasonable adjustments will be made where required.

11. Confidentiality

All complaints and compliments will be handled sensitively and confidentially.

Information will only be shared with individuals involved in investigating or resolving the matter.

12. Monitoring and Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Organisational changes
- Feedback or lessons learned
- Contractual or regulatory requirements