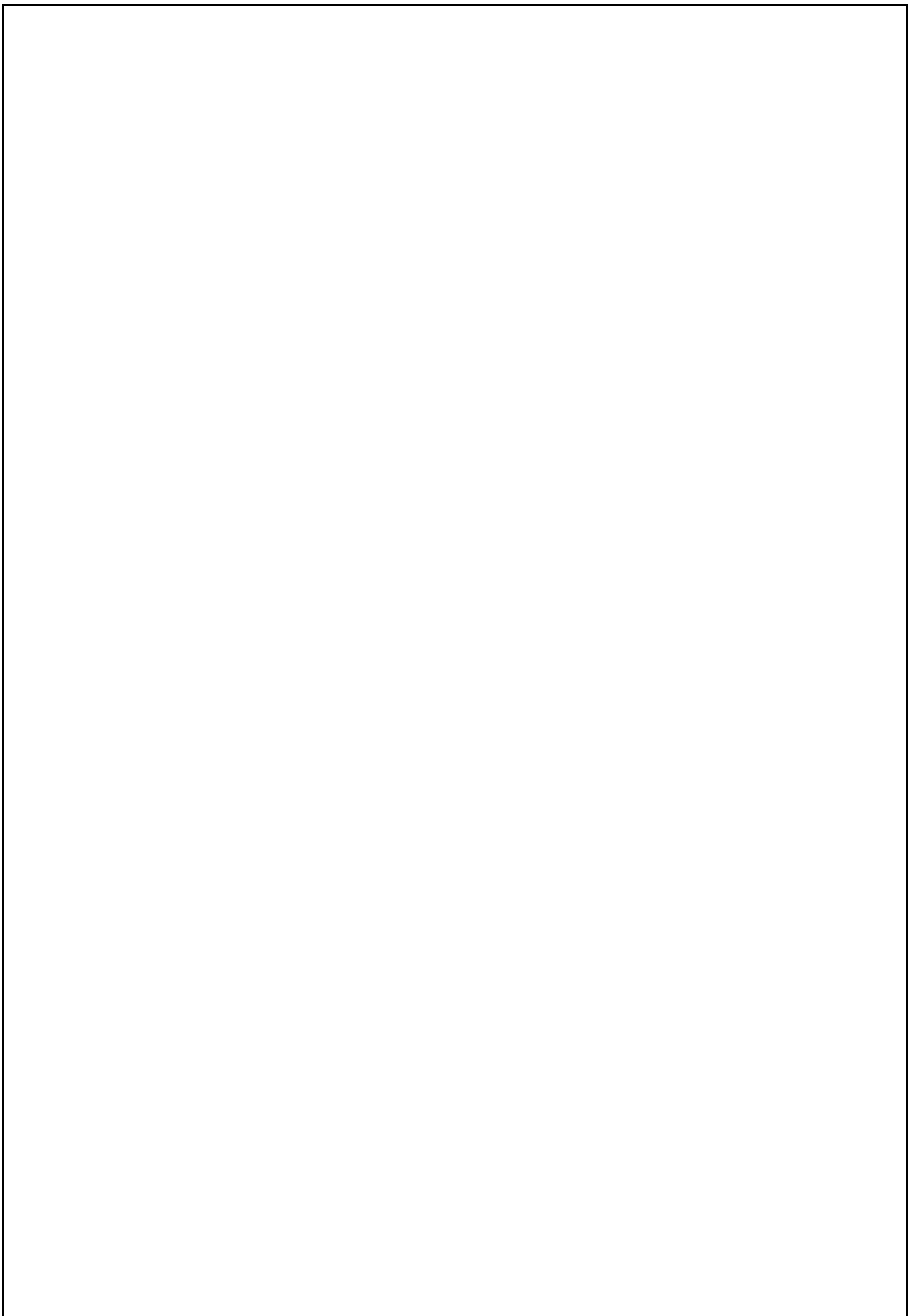




## Complaints policy

Responsible officer	Managing Director
Approved by	Amerjit Singh
Position	Managing Director
Approved date	January 2022
Signed	
Next review date	January 2023





## 1. Introduction

Skills 4 Pharmacy is the trading name of I & F limited. Skills 4 Pharmacy is a niche training provider offering apprenticeship training programmes to community pharmacies, hospitals, hubs and primary care networks.

### **Applies to:**

All learners, employers, stakeholders and members of the public.

### **Reason for policy:**

To resolve complaints in a timely and effective manner, to use the information to improve our service, and to ensure complaints can be handled professionally.

## 2. Policy

It is acceptable that at times, a person can feel aggrieved by their treatment or service, and it is essential that Skills 4 Pharmacy have a professional mechanism to deal with the complaint.

We treat a complaint as any expression of dissatisfaction with our service which calls for a response.

### Complaints Procedure

A formal complaint can be made to Skills 4 Pharmacy by via

Email [info@skills4pharmacy.com](mailto:info@skills4pharmacy.com)

Or In writing to Skills 4 Pharmacy, Unit 7 Cable Court, Pittman Way, Preston, PR2 9YW

To ensure the availability of evidence, complaints should be made within 6 months of an incident taking place.

A complaint will formally be acknowledged by Skills 4 Pharmacy within one working day of receipt.

Complaints will be reviewed by the Head of Operations (HOO) who will initiate and coordinate the appropriate investigation based on the categorisation and severity. This may include interviews with appropriate parties and if necessary further clarification from the complainant. Should a complaint involve a staff member the HOO will alert the MD.

Skills 4 Pharmacy will aim to resolve complaints within 10 working days, should a further period be required, the complainant will be informed.

The HOO/nominated deputy will write to the complainant advising him/her of the conclusions of the investigation.

## Categorisation

On receipt of a complaint the HOO will review the complaint and decide, dependent on the significance, whether the complaint will be escalated to stage 2 or 3 immediately. Examples where escalation might take place would be if the concern came from an external agency, related to equality and diversity or was a health and safety matter.

## Monitoring

The leadership team will receive monthly reports on complaints, and on a quarterly basis the Board will be presented with a summary. The HOO analyses complaints quality for trends and investigates appropriate action to improve service provided.

## Additional Information

Complaints against the Managing Director should be addressed to the Board at Skills 4 Pharmacy, Unit 7 Cable Court, Pittman Way, Preston, PR2 9YW

