



Ixion Group Policy & Procedure

Feedback & Complaints



Policy Statement

The Ixion Group (Ixion) is committed to providing an excellent service. Part of our company vision and values is to “*provide exemplary customer service, listening to customer needs and continuously improve the customer experience*”. Gaining timely feedback from customers is an important part of helping us to identify what we do well and where we need to improve to reach the levels of service to which we aspire.

We therefore encourage all feedback from customers whether this is about their satisfaction with our service, suggestions for where we can improve or, where they wish to complain about the service they have received.

Ixion takes all complaints seriously and will deal with them promptly to fully investigate and resolve customers’ concerns and put things right when they go wrong. We will keep customers informed about progress of their complaint and the outcome, and will use this experience to continually improve our service.

The procedure below outlines how all our customers can help us improve our service.

Communication

This policy will be communicated to customers as part of their induction to an Ixion programme. It will be on display at all of our sites and available via our website.

All staff will be trained in how to handle complaints and to fully implement these procedures as part of their initial training. Partners who deliver a service on behalf of Ixion will be expected to implement this policy, which will form part of their Service Level Agreement with Ixion.

Feedback

We are always pleased to find out what customers think of our service, whether this is something we have done particularly well or suggestions for how/where we could do things better. Customers can pass on compliments or suggestions in a number of ways:

- speaking directly to any member of staff
- sending an email to feedback@ixionholdings.com
- completing a comment form available from any member of staff, and return it to an Ixion office or posting to our Ixion Head Office for the attention of the Compliance Manager, Halford House, 2nd Floor, Coval Lane, Chelmsford, Essex CM1 1TD
- completing an evaluation sheet or survey when requested

All feedback will be logged by the Compliance Manager who will undertake regular analysis to identify any trends that will help continually improve our service and processes.



Where customers make suggestions for improvements to our service, the Compliance Manager will liaise with relevant Directors, Contract Managers and operational staff to explore whether a change is appropriate, what impact the suggested changes will have and how viable they are, before making a decision about potential change. They will advise customers of the outcome of their suggestion.

Ixion will not normally acknowledge receipt of compliments – if customers would like us to do so they should request this as part of their communication and provide contact details.

Complaints

Unfortunately there may be occasions when a customer is not satisfied with our service and wishes to make a formal complaint.

Ixion have a four-stage process that should be followed:

Stage 1: raise the complaint with the main contact person at Ixion e.g. Adviser, Assessor, or their line manager. These are the best people to immediately investigate and sort out any worries or concerns quickly and informally.

Stage 2: If the response is not satisfactory the complaint should be raised with Ixion's Compliance Manager.

Customers may put the complaint in writing either by completing a Complaint Form (available from any member of Ixion Staff, our offices, or downloaded from www.ixionholdings.com via the Contact Us page / Complaints Procedure); or via letter or email containing full details of the complaint, including their programme and contact details.

The completed Form or written complaint may be sent by email to complaints@ixionholdings.com or sent/handed in to the Ixion Head Office marked for the attention of the Compliance Manager.

Customers who are unable to put a complaint in writing should call 01245 505630 and ask to book a meeting with the Compliance Manager to discuss their complaint in detail.

The Compliance Manager will log the complaint and track the case to ensure it is dealt with promptly and effectively and ensure all of the relevant managers and staff are consulted as part of the investigation. Ixion will send an acknowledgement letter within three working days of receiving the complaint.

The complaint will be investigated by the relevant members of Ixion staff. Ixion Directors are kept informed of complaints and will assist with resolving issues as and when required. If the complaint relates to one of our partners the Compliance Manager will lead the investigation in consultation with the relevant partner organisation.

A written response, including suggestions to resolve the matter, will be sent within 14 calendar days of the acknowledgement letter.



Stage 3: If the complaint has not been resolved to the customer's satisfaction they should write to the Group Finance & Corporate Services Director at Ixion Head Office within 21 days outlining why they are dissatisfied with how the complaint has been addressed.

The Corporate Services Director will investigate the case, including how the original complaint was handled, and reply to the customer within 14 days with the outcome and suggested resolution.

Stage 4: If a customer has followed the above process but remains unhappy with the outcome and wishes to pursue the issue further, they may follow the external complaints process which is in place with the relevant funding body. This may mean complaining directly to the Skills Funding Agency, the National Offender Management Service, or direct to the Independent Case Examiner (ICE) for complaints about Department for Work and Pensions programmes. In most cases the complaint must be made within three months from the date of the complaint response letter. Ixion will advise customers on who to complain to as part of their Stage 3 response.

Ixion Head Office address is: Ixion Holdings, Halford House, 2nd Floor, Coval Lane, Chelmsford, Essex CM1 1TD.

Responsibilities

All staff and delivery partners are responsible for ensuring all feedback is handled in line with this policy. Specific responsibilities are as follows:

- Compliance Manager – responsible for maintaining a record of complaints and feedback, tracking complaints to ensure they are dealt with effectively, leading investigations into complaints, identifying trends in feedback and complaints to inform continuous improvement activity.
- Group Finance & Corporate Service Director – responsible for investigating Stage 3 escalated complaints and overseeing the handling of complaints in line with this policy.

Monitoring & Review

The Compliance Manager will monitor the level of complaints and feedback on a six monthly basis analysing the range and type of complaints/feedback, response times, speed of complaint resolution, including identifying trends in teams, locations, subjects.

This policy will be reviewed annually by the Compliance Manger to ensure that it continues to meet business needs, including adopting recognised industry best practice. The Compliance Manager will report to the Group Finance & Corporate Service Director who will in turn report to the Board on the effectiveness of the policy and whether any changes are needed.



Complaints Form

If you wish to make a complaint, please complete this form:

1. Your Contact Details	
Full Name	
Address	
Telephone Numbers - Landline Mobile	
Email Address	

2. Representatives Details	If you wish to have someone to act on your behalf when dealing with your complaint, please complete the following details:
Full Name	
Address	
Telephone Number	
Email Address	
Client Consent: Where our client has requested a Representative act on their behalf the client must sign below to confirm sharing of information with the third party.	
Client Signature:	

3. Your Programme/Contract Details	
Your Programme	
Your Advisor, Learning Mentor, Tutor or main contact within Ixion's name	
The office you attend	

4. History of your complaint	
Have you raised this complaint with the person you work directly with? <i>(please circle your answer)</i>	Yes No
If yes, when did you raise this?	Date:
Have you raised this complaint with the Line Manager of the person you work directly with?	Yes No
If yes, when did you raise this?	Date:

5. Details of your complaint	What is your complaint? Please be as specific as possible:



6. Resolution sought	How would you like your complaint resolved?

Please either take your completed form in an envelope marked for the attention of the Head of Compliance to your local office, or post to the address below or attach to an email to complaints@ixionholdings.com .

Head of Compliance,
Ixion Holdings
Halford House,
2nd Floor, Coval Lane,
Chelmsford,
Essex
CM1 1TD

