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| **1. POLICY STATEMENT** |
| The Procurement Academy would like issues to be raised at the earliest opportunity so that an investigation and remedial action can be undertaken to minimise impact and ensure small issues do not escalate unnecessarily.  All issues will be recorded in order to identify any trends or root cause that may require structural and procedural changes |

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| **2. OBJECTIVE** |
| To resolve all issues as quickly and effectively as circumstances allow while always adopting an open honest approach that focuses on providing solutions rather than apportioning blame. |

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| **3. ROUTES FOR FEEDBACK** |
| • Direct phone line 0113 4333495 – Philip Chippindale, Operations Director  • Direct e-mail to admin@theprocurementacademy.com |

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| **4. FOR MATTERS CONSIDERED MINOR** |
| We will:   * Explore with you (usually by phone/e-mail) the nature of the issue. * Investigate the facts surrounding the issue and report back to you in writing within 48 hours, unless otherwise agreed * Where an error by The Procurement Academy is identified, this will be honestly accepted and acknowledged. Proposals for a resolution will be provided * If you are not happy with the steps taken to resolve this issue, the appeals procedures is as follows:   *\*For anyone who is receiving funded training, you can also contact the Skills Funding Agency (contact details - SFA Complaints Team – complaintsteam@sfa.bis.gov.uk or in writing to – Complaints Team, Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT)* |

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| **5. FOR MATTERS CONSIDERED MAJOR** |
| We will:   * A senior team member will wish to discuss the matter with you by telephone and dependent upon timescales and the seriousness of the matter, arrange a meeting to explore with you the nature of the issue * The facts surrounding the issue will be investigated and a report in writing will be prepared **within 5 days**, unless otherwise agreed * Where an error by The Procurement Academy is identified, this will be honestly accepted and acknowledged * In all cases, proposals for a resolution will be provided * If you are not happy with the steps taken to resolve this issue, the appeals procedures is as follows:   *\*For anyone who is receiving funded training, you can also contact the Skills Funding Agency (contact details - SFA Complaints Team – complaintsteam@sfa.bis.gov.uk or in writing to – Complaints Team, Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT)* |

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| **6. ESCALATION PROCEDURE** |
| Where your initial contact within The Procurement Academy feels the issue raised is beyond their remit they will escalate the issue to the next level of management. In instances where you are dissatisfied with the resolution provided you are encouraged to request the involvement of the Managing Director  In the first instance issues should be raised with the Operations Director, in the event that more senior involvement is required, the Managing Director will resolve the issue with you. |

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| **7. GREIVANCE PROCEDURE** |
| If at any point you feel your issue has not been managed in accordance with our stated policy, or treated with sufficient importance or resolved after escalation to your satisfaction, you are encouraged to communicate your grievance to the Managing Director. |

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| **8. REQUIREMENT FROM THE PERSON RAISING CONCERN** |
| Please bring all issues to the attention of The Procurement Academy as soon as they arise so that they can be speedily resolved. Provide all information both factual and anecdotal.  We would request that an objective approach is adopted whilst issues are investigated and resolved.  Please allow The Procurement Academy access to all personnel and materials that can be reasonably expected to conduct our investigation.  Please accept The Procurement Academy’s response as an honest assessment of the situation based on the facts at our disposal. |

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| **9. RECORDING OF ISSUES/ACTIONS AND OUTCOMES** |
| All incidences of issues will be recorded, together with details of actions, outcomes and the date of resolution. |

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| **10. DOCUMENT CONTROL** | | | |
| **VERSION** | **DATE OF ISSUE** | **DATE OF REVIEW** | **DATE OF NEXT REVIEW** |
| 1 | August 2018 | August 2018 | August 2020 |