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Peel Ports Group Complaints Policy

Group Documents	Reference	Date	Current Issue Ref.	Scope of Application
Peel Ports Group Complaints Policy V1.0	CP	18/04/2025	V1.0	Initial policy launch
Peel Ports Group Complaints Policy V1.0	CP	18/04/2026	V1.0	Policy reviewed and updated for wording, spelling, grammar, consistency and document structure. Section numbering corrected and formatting tidied; no material content changes made.

Peel Ports Group Complaints Policy

1. Introduction

Peel Ports Group is committed to maintaining high standards of service for all stakeholders. We recognise that, at times, concerns may arise regarding the training services we provide. This Complaints Policy outlines the process for addressing complaints fairly, effectively and efficiently.

We are dedicated to ensuring that all complaints are handled respectfully, professionally and in a timely manner. This policy also reflects our commitment to **continuous improvement** by using feedback to enhance our services and stakeholder relationships.

2. Purpose

The purpose of this policy is to:

- Provide a **clear and transparent process** for raising and resolving complaints.
- Ensure complaints are handled **promptly and fairly**.
- Improve the quality of our services through **learning from complaints**.
- Maintain **positive relationships** with employees, apprentices, customers, and other stakeholders.
- Ensure the policy is **accessible and publicly available** to all stakeholders.

3. Definition of a Complaint

A complaint is defined as:

An expression of dissatisfaction related to the services, conduct, or performance of Peel Ports Group or its representatives.

Complaints may involve:

- Quality of services or training provided.
- Behaviour of employees, contractors, or representatives.
- Health and safety concerns.
- Environmental issues.
- Miscommunication or failure to meet agreed terms.
- Discrimination, harassment, or unfair treatment.

4. Interested Parties

This policy applies to:

- Employees of Peel Ports Group undertaking training.
- Apprentices and trainees.

- Contractors and suppliers.
- Customers, clients, training providers and other stakeholders involved in service delivery.

5. How to Raise a Complaint

To report a complaint, follow these steps:

Informal resolution:

- In the first instance, stakeholders should attempt to resolve complaints informally by contacting the relevant department or individual directly involved.
- This is often the quickest and most effective way to resolve minor concerns.

Formal complaint:

If the issue is not resolved informally, a formal complaint can be raised by:

- Email: learning.academy@peelports.com
- Phone: 0151 949 6027

Complaint submission requirements:

When submitting a complaint, stakeholders should provide:

- A detailed description of the complaint.
- Relevant supporting information (e.g., dates, names, documents).
- The desired resolution or outcome.

6. Complaint Resolution Timelines

Peel Ports Group is committed to resolving complaints promptly and efficiently.

Acknowledgement: All complaints will be acknowledged within **3 business days** of receipt.

Investigation and Resolution:

- **Standard complaints:** A response or resolution will be provided within **15 business days**.
- **Complex cases:** If more time is required, complainants will be informed of the reason and provided with an **estimated resolution timeframe**, with regular updates.
- **Escalation:** If a complaint is not resolved satisfactorily, it will be **escalated** to senior management.

7. Appeal Process

If a complainant is dissatisfied with the outcome, they have the right to appeal. This section should be read in conjunction with the Appeals Policy.

Appeal submission:

- The appeal must be submitted **within 5 working days** of receiving the written decision.
- The company will assume the complainant received the decision within **15 days** of it being sent (depending on the delivery method: e.g., hand delivery, email, or post).
- The appeal letter must:
 - Clearly outline the **reasons for the appeal**.
 - Include any **additional supporting information**.

Appeal review:

- The complainant will be invited to attend an **appeal hearing** to explain the grounds for their appeal.
- The appeal will be reviewed by **senior management** or an independent representative.
- A decision will be communicated to the complainant **as soon as reasonably practicable**.
- If a delay is expected, the complainant will be notified with a revised timeframe.

Final decision:

- The decision made by the manager conducting the appeal will be **final**.
- In cases where both parties agree, the matter may be referred to **ACAS for conciliation**.

8. Complaint Tracking and Record-Keeping

Peel Ports Group will maintain accurate records of all complaints to ensure transparency and accountability.

Complaint records will include:

- The nature and details of the complaint.
- Dates of receipt, acknowledgment, and resolution.
- Correspondence and communication records.
- The resolution outcome and any follow-up actions.

Data protection compliance:

- All complaint records will be stored securely and managed in line with GDPR and data protection regulations.

9. Accessibility and Transparency

To ensure accessibility, this policy will be:

- **Published on the Peel Ports Group Hub pages**, making it available to all employees.
- Accessible to all employees, apprentices, customers, and stakeholders.
- Provided in **alternative formats** if required (e.g., large print or accessible PDF).

10. Continuous Improvement

Peel Ports Group is committed to learning from complaints to enhance its services.

- Complaint trends and outcomes will be monitored and reviewed regularly.
- Lessons learned will inform service improvements and employee training.
- This policy will be reviewed annually to ensure its continued effectiveness.

11. Contact Details

Complaints, questions or queries about this policy can be submitted to the following contact point:

- **Email:** learning.academy@peelports.com