



matrix Standard Compliments, Comments and Complaints Policy

1. Purpose

As the providers of the **matrix** service on behalf of the Department for Education, The Growth Company is committed to providing a customer focused, consistent and credible service. As such we are committed to listening and responding to our customers, Practitioners, the public and our partners.

We want to continually improve the service we provide and give all of those we deal with the opportunity to express satisfaction, improvement ideas or dissatisfaction surrounding our services, policies and processes.

2. Compliments

Compliments arise when a customer or partner provides feedback about how we have delivered a positive service and/or exceeded expectations.

We will log compliments and share them with the Practitioner, Delivery Network Manager and Head of Service. We will use compliments as an opportunity to celebrate good practice and help guide the **matrix** Service towards potential case studies that show how the **matrix** Standard adds value. We will also gather compliments from our client satisfaction questionnaire, its reporting, or other feedback sent to the organisation.

3. Comments

Comments arise when a customer, partner, or Practitioner provides a suggestion, or offers an idea on how we can improve our service delivery.

Practitioners record their comments from their self-chaired quarterly regional Practitioner meetings. Practitioners will share the minutes from these meetings with the Head of Service who will respond to all the comments made.

We hold regular meetings with **matrix** Standard stakeholders, including the Department for Education, Education Skills Funding Agency and National Careers Service. We will record the outcomes of these meetings with responses to the points raised.

Informally, we will respond to other comments from Practitioners and other partners within two working days and share them with relevant members of the **matrix** service delivery team. We will use these comments as an opportunity to improve the service.

We will log comments sent by customers directly on their file, supplying a written response when required within two working days. At times this may be a holding response to enable reflection or the gathering of further information.

The Head of Service will review Customer Satisfaction Questionnaire data for comments which may help to improve the service.

4. Complaints

Complaints are an expression of dissatisfaction about the service or person made in writing (including email) that requires further investigation. Complaints may be raised by customers, the public or partners.

We will log all complaints which are raised in writing by a customer, member of the public or a partner organisation. We will keep a central log of all complaints for the External Verifier and Impartiality Committee.

The central log will record the organisation, the complainant's name, their role, the date received, the nature and substance of the complaint itself, when it was responded to, the investigation (if required), the outcome, and the complainant response if provided.

Where the complaint is a "quick fix", such a document not being received, every attempt will be made to address this within two working days of the complaint's receipt.

We will explain our reasoning if we believe a complaint is out of scope.

Where the complaint is complex (for example, it concerns the competence of the Practitioner), we will acknowledge receipt within two working days. Contained within our reply will be basic details of how we will investigate the complaint. We will aim to respond to more complex complaints within 10 working days, to provide time for investigation. The Head of Service handles the management of more complex cases.

4.1. Appeals

There is no appeals procedure against the assessor decision for **matrix** Standard assessments. The complaints process must be used to express concerns.

5. Contact Details

Compliments, comments and complaints can be sent to The Growth Company as follows:

- Email: matrixStandard@growthco.uk
- Phone: 01423 229665
- Post: **matrix** Standard
Suite 3A The Exchange
Station Parade
Harrogate
HG1 1TS