



Sysco Complaint and Problem-Solving Policy.

Sysco Aim

Sysco aim to provide an efficient service to all our customers, whilst every effort is taken sometimes a client is dissatisfied about the service or treatment they receive. In these circumstances you have a right to complain and to have it investigated. We aim to learn from any complaints received this procedure is seen as very important in this continuous improvement of our systems, procedures, and client delivery.

How to complain

The first step is to raise your complaint with the relevant manager responsible for the service that you are complaining about. If you are not satisfied with how your complaint has been handled, you may begin the formal complaint procedure. Details of how to do this are set out below.

Please contact Lisa Hill on the following email address lisa.hill@sysco.uk.com, a complaint form will be issued to you, this is a natural process to enable specific detail to be gathered on the main areas of dissatisfaction. Once you have recorded the details of your complaint, return the form to Lisa Hill, who will lead the investigation process.

What to tell us when you make a complaint

To deal with your complaint appropriately we need to know:

Your name, address and contact details

What you are complaining about

The names of the people involved where applicable

Your ideas on how you wish to see the issue resolved

Complaints Policy

If you are unhappy with any aspect of your learning process and would like to complain, please follow the steps below. Likewise, if you feel that you have been treated unfairly & disagree with any decisions made by Sysco, you can appeal by also following the below;

In the first instance, your query or disagreement should try to raised to your tutor if you feel able to do so.

If you do not feel able to raise your complaint with your tutor, then you can email the programme manager. Please include your contact details and full details of your query, concerns or complaint.

Programme Manager – Natalie Taylor

Natalie.taylor@sysco.uk.com or via our team at bootcamp@sysco.uk.com

We will endeavour to get back to you as soon as possible with a response, which should take no longer than 10 working days.

If you remain dissatisfied by the response to your query, this can be escalated into a complaint by contacting Sysco's Quality Manager Lisa Hill, using lisa.hill@sysco.uk.com. Again, please specify the exact nature of your complaint.

Quality Manager – Lisa Hill Lisa.hill@sysco.uk.com

Your complaint will then be looked into independently by a senior member of Sysco staff, outside of the Bootcamp team. They will take into consideration the reasons you have listed in your complaint, as well as referring to the processes and procedures followed by the Bootcamp team and make a decision on whether your complaint is justified or not. A response to your complaint will then be communicated to you, along with any follow up actions, within 10 working days.

If you wish to complain about the way we have handled your complaint you can contact the Department of Education, utilising their process detailed here:
<https://www.gov.uk/government/organisations/department-for-education/about/complaints-procedure>

What you can expect

We would hope that wherever possible your concerns would be resolved at the first point of contact. If a formal complaint is made you will receive a telephone contact from Quality Team in acknowledgment in writing within 10 working days of the receipt of your complaint.

The complaint will be investigated by the Quality Manager and you will normally receive a response within 10 - 30 working days, unless your complaint is particularly complex in which case we will keep you informed and provide an estimated timescale as to when you should expect to receive a response.

Sysco will inform any funding organisations of complaints within 5 working days, records of investigation and actions will be available upon request.

Sysco Problem solving process.

The company will work to diagnose the situation so that your focus is on the problem, not just its symptoms. Helpful problem-solving techniques include using identify the root cause. The sections below help explain key problem-solving steps that the company will implement, we will do the following:

- Gather as much information as possible on the problem.
- Talk to Learners, employers and staff members to gain a perspective.
- Review processes and their application.
- Share the information on the problem with the management team to discuss solutions and long-term continuous improvement.
- Generate solutions and share these with the relevant individuals.
- Implement a solution and follow up on the solution to evaluate how effective it has been.

*Staff are signposted to our **Public Interest Disclosure Policy** if they have a concerns about malpractice or the normal **Grievance Procedure** if that have a concern or complaint about their own personal circumstances.*