

Complaints Policy and Procedures

Job Skills Training Association

1. Policy Statement

Job Skills Training Association (JSTA) is committed to delivering high-quality services and maintaining the highest standards of professionalism, integrity, and accountability.

We recognise that complaints are an important source of feedback and an opportunity to improve our services. All complaints will be taken seriously and handled fairly, promptly, and transparently, in line with Charity Commission expectations on accountability and public trust.

2. Purpose of the Policy

This policy aims to:

- Provide a clear and accessible process for raising complaints
- Ensure complaints are handled consistently and fairly
- Promote transparency and accountability
- Enable learning and continuous improvement
- Protect the rights of complainants and those involved

3. Scope

This policy applies to complaints from:

- Beneficiaries and participants
- Volunteers and staff
- Partners and stakeholders
- Members of the public

4. What is a Complaint?

A complaint is any expression of dissatisfaction about:

- The quality of services provided
- The behavior of staff, volunteers, or representatives
- Decisions made by the Organisation
- Failure to meet expected standards

5. Principles

JSTA will ensure that all complaints are handled in accordance with the following principles:

- Fairness – All parties are treated equally
- Confidentiality – Information is handled sensitively
- Transparency – Processes are clear and accessible
- Timeliness – Complaints are handled promptly
- No Victimisation – Complainants will not be treated unfairly

6. Complaints Procedure

Stage 1 – Informal Resolution

- Concerns should be raised informally where possible (e.g., with a staff member or volunteer)
- JSTA will aim to resolve the issue quickly and amicably
- A response will typically be provided within 5 working days

Stage 2 – Formal Complaint

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

How to submit:

- In writing (email or letter)
- Clearly outlining the issue and desired outcome

Process:

- Acknowledgement within 3 working days
- Investigation conducted fairly and objectively
- Written response provided within 15 working days

Stage 3 – Escalation / Review

- If the complainant is not satisfied with the outcome:
- The complaint may be escalated to the Board of Trustees
- A final review will be conducted
- A final decision will be communicated in writing

7. Complaints Involving Safeguarding

- Any complaints involving safeguarding concerns will:
- Be handled in line with the Safeguarding Policy
- Be prioritised and acted upon immediately
- Be escalated to the Designated Safeguarding Lead (DSL)



JOB SKILLS TRAINING ASSOCIATION

Registered UK Charity: 1207351

8. Anonymous Complaints

- Anonymous complaints will be considered where possible
- However, investigation may be limited without sufficient information

9. Record Keeping

- All complaints will be recorded and stored securely
- Records will include details of the complaint, actions taken, and outcomes
- Data will be handled in accordance with UK GDPR and the Privacy Policy

10. Learning and Improvement

JSTA will:

- Monitor complaints to identify patterns or recurring issues
- Use feedback to improve services and processes
- Report key themes to trustees where appropriate

11. External Escalation

- If a complainant is not satisfied with the charity's response, they may contact:
- The Charity Commission for England and Wales (for concerns about governance)

12. Monitoring and Review

- This policy will be reviewed annually
- It may be updated in response to feedback, incidents, or regulatory changes

13. Approval and Version Control

Policy Owner: Job Skills Training Association

Approved by: Board of Trustees

Date Approved: 23/04/2026

Review Date: 22/04/2026

Version: 1.0

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14. Contact Details

Complaints can be submitted to:

Job Skills Training Association

Email: jstraining.org@gmail.com

Phone: 01604328800

15. Conclusion

Job Skills Training Association is committed to handling complaints in a fair, transparent, and constructive manner, ensuring that concerns are addressed and used to improve the quality and impact of its services.

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