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| Title: Customer and Learner Complaints | Section: Quality |
| | Number: Q12 |
| | Date of Issue: November 2017 |
| Objective: To fairly investigate customer complaints and where possible resolve the complaint to the satisfaction of all parties. | |
| Scope: All customers (staff, learners, employers, placement providers) | |
| Responsibility: Operations Manager / Centre Manager / Managing Director | |
| <p>Operational Instruction:</p> <p>The Operations Manager or in their absence, the Centre Manager, will oversee all complaints in order to quality assure the complaints process.</p> <ol style="list-style-type: none"> 1. The customer should notify the Operations Manager of their complaint in writing, by telephone or email within 10 days of the incident, or any other appropriate method, who will pass on the complaint to the appropriate Manager. <p>Operations Manager Access Training (East Midlands) Limited Cawley House 96 Cliff Road Nottingham NG1 1GW Tel: 0115 9587257 Email: info@atem.co.uk</p> <ol style="list-style-type: none"> 2. If a member of staff takes a complaint from a customer or other source, this is to be brought to the attention of the Operations Manager, including complaints taken by Managers. 3. The Operations Manager will complete the 'Complaints Recording Form' (REF: ADF06). The 'Complaints Recording Form' will be used to record and track the complaint. 4. The Operations Manager will ask the appropriate Manager to carry out a full investigation. 5. The Operations Manager will write a letter or email acknowledging receipt of the complaint; including a statement of apology, the name of the Manager who will conduct the investigation, how long the investigation will take and when a response is likely. The letter or email will have attached a copy of the complaints procedure including the appeals process. 6. The appropriate Manager will then collate all the relevant evidence with regard to the complaint and this will then be evaluated. 7. Before any information is given to the complainant, the investigating Manager will liaise with the Operations Manager, to record and collate the evidence acquired during the investigation. Any written response is to be given to the Operations Manager for Quality Assurance (QA). 8. The complainant must be given the decision / outcome of the investigation within 5 working days, unless otherwise stated. | |

9. Once the complainant has been given the decision / outcome of the investigation, the Operations Manager will record the outcome of the investigation and complete the checklist on the 'Complaints Recording Form'.
10. If the complainant is unhappy with the decision, the matter will be referred to the Managing Director who will normally give their decision in writing within ten working days. The response will be given to the Operations Manager for checking.

For learners on funded training programmes please move to step 12

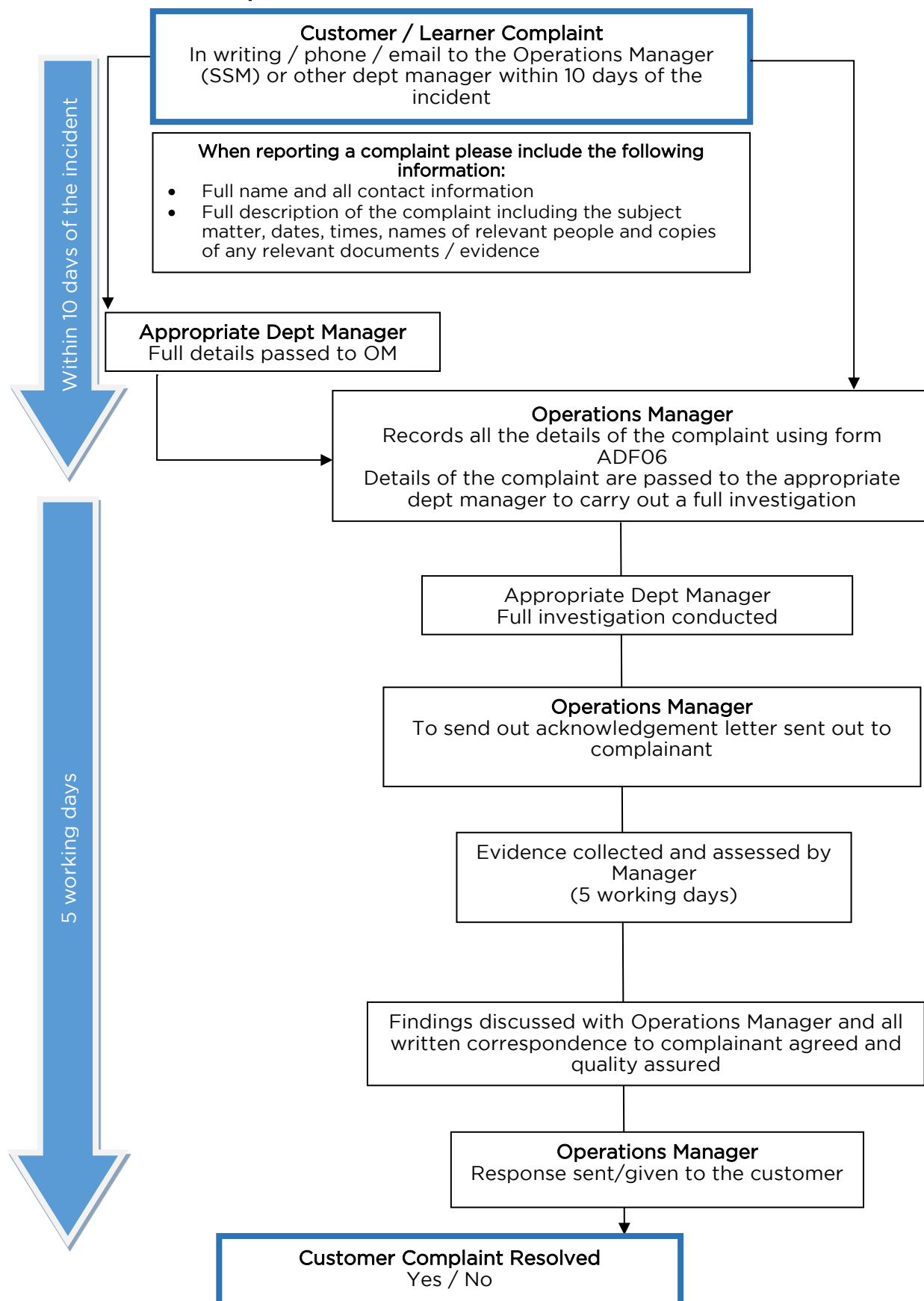
11. Following this, if the complainant is unhappy with the decision, they can write or telephone the Board of Directors at Access Training who will normally give their decision in writing within ten working days. The response will be given to the Managing Director for checking.
12. Following this, if the complainant is unhappy with the decision, they can write or email the Education and Skills Funding Agency (ESFA).

In all cases the original members of staff will disqualify themselves from any involvement in the above process once the appropriate Manager is notified of your complaint.

Should a parent or responsible adult complain on behalf of a learner all correspondence will be addressed to the learner themselves. In line with the Data Protection Act, the Operations Manager will write or email the complainant and ensure they understand the process. It will then be up to the learner to share our findings with the adult concerned. A letter or email will be sent out to the complainant, at the same time as the response is sent to the learner, stating that a response has been sent to the learner.

Future's Apprenticeship Agency (FAA) learners - Any complaints made by FAA learners are to be processed as above and any outcomes are to be shared with FAA. This will be the responsibility of the Operations Manager, or in their absence, the Centre Manager.

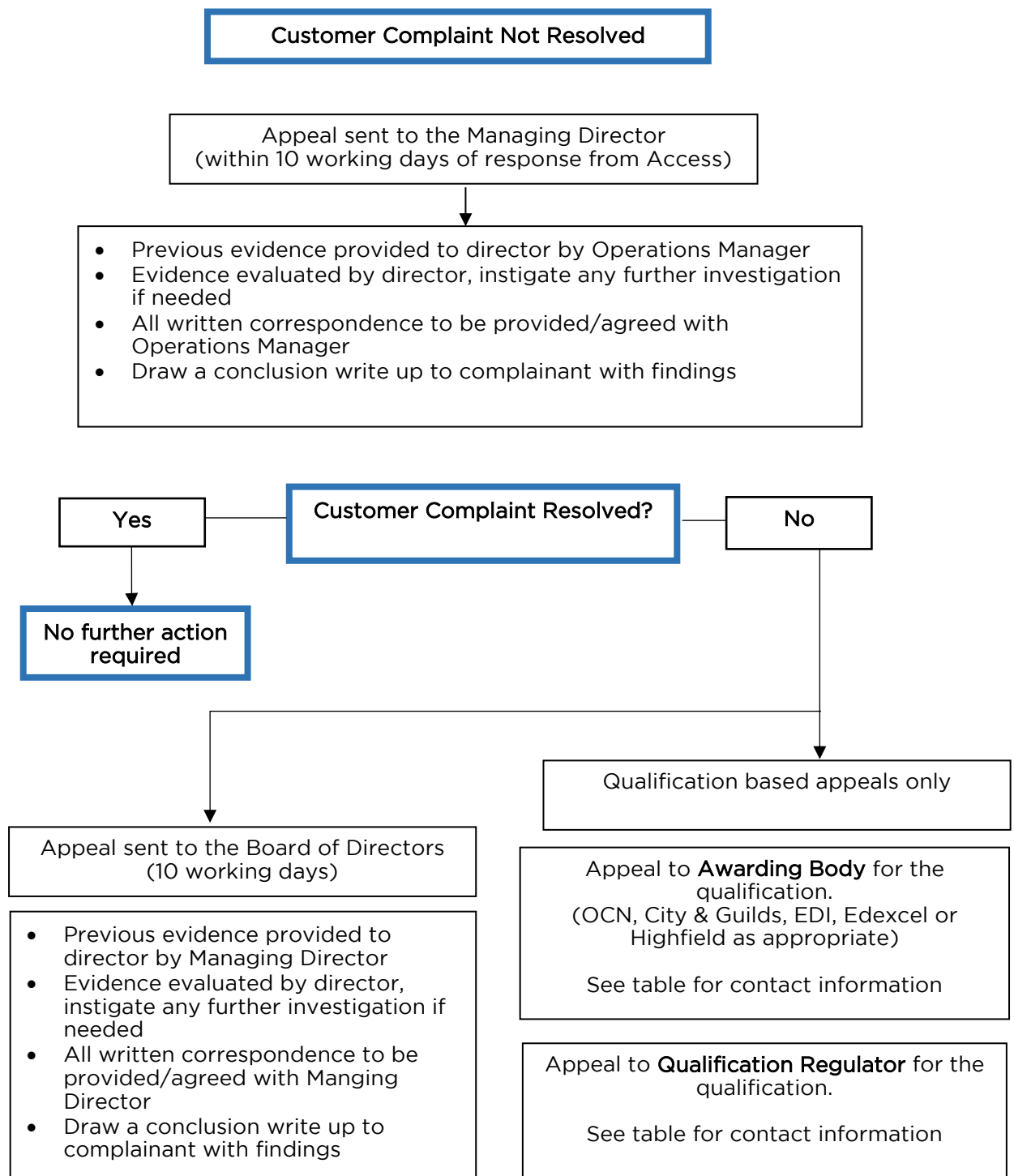
Customer Complaints Procedure





Part B - Customer Complaints Procedure – Customers / Employers / Non-Funded Learners

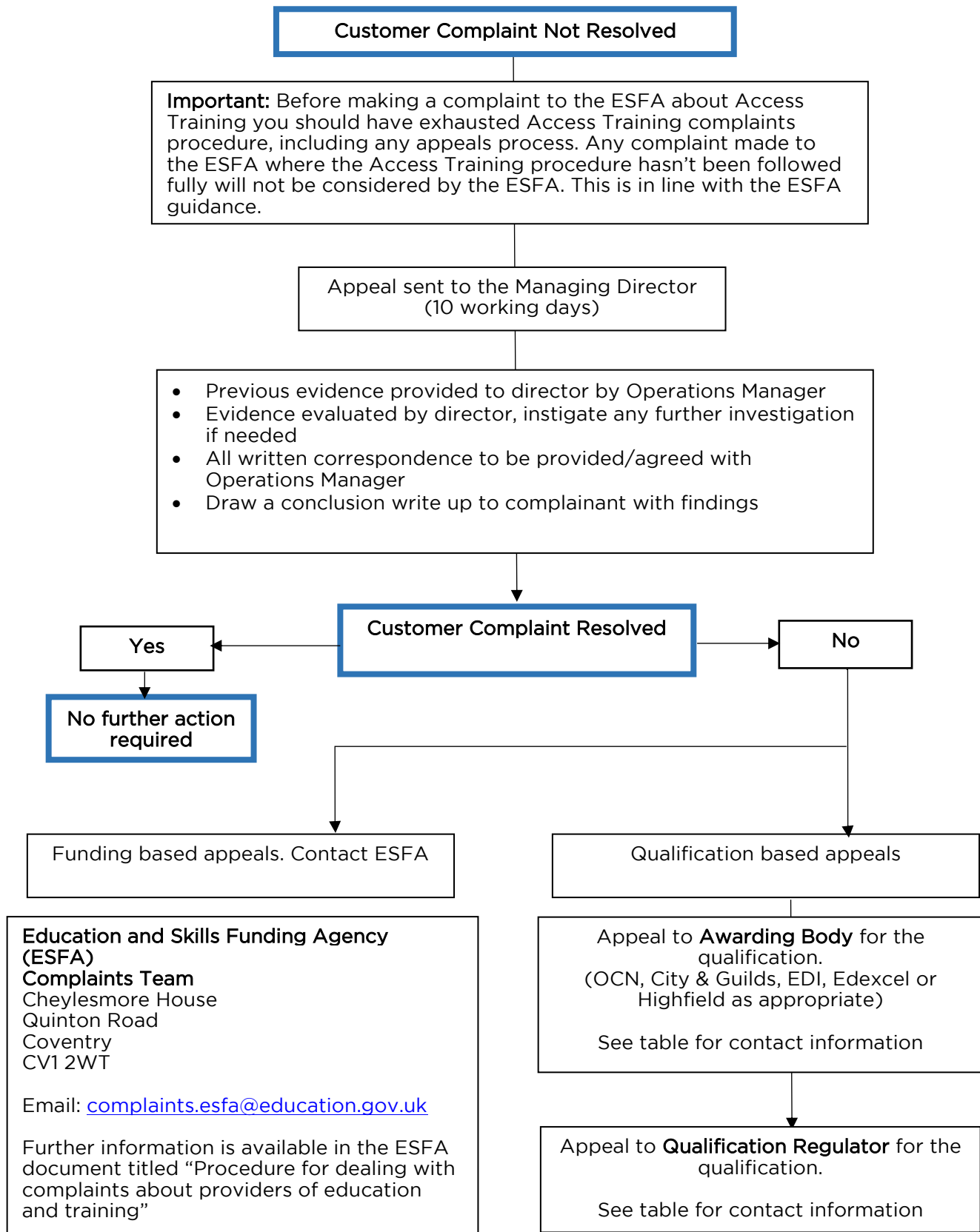
****If you are on a funded training programme please move to Part C below****





Part C - Customer Complaints Procedure - Funded Learners only

****If you are on a funded training programme****



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| Contact details for Access Training:- | |
| Access Training Cawley House 96 Cliff Road (Off Canal St.) Nottingham NG1 1GW | |
| Contact details for qualification awarding bodies:- | |
| City & Guilds 1 Giltspur St. London EC1A 9DD | EDI and Edexcel Phone - 08456180440 Email - wblcustomerservices@pearson.com |
| OCN Unit G Long Eaton Trade Centre Nottingham Road Long Eaton NG10 2AU | ABC Awards Robins Wood House Robins Wood Road Aspley Nottingham NG8 3NH |
| Highfield Qualifications Highfield House Heavens Walk Lakeside Doncaster South Yorkshire DN4 5HZ Phone - 0845 226 0350 Email - customerservices@highfieldabc.com | |
| Contact details for qualification regulator | |
| OFQUAL Spring Place Herald Avenue Coventry CV5 6UB Phone - 0300 303 3344 Email - public.enquiries@ofqual.gov.uk | |

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| Title | Code |
| Customer and Learner Complaints Procedure | Q12 |
| Publication Date / Date of Update | Version Number |
| November 2017 | 1.10 |
| Originator | Checked for Impact Assessment |
| Name: Mark Pepper | Assessor(s): Duncan Hembury |
| Date: 02.11.17 | Date Assessed: 02.11.17 |
| Authorised by Managing Director | Authorised by Board of Directors |
| Name / Signature: | Name / Signature: |
| Date: | Date: |
| Associated Policies | |
| Associated Forms | |
| ADF06 - Complaint Recording Form | |