

Title: Customer and Learner Complaints	Section: Quality
	Number: Q12
	Date of Issue: March 2019
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: Support Services Manager / Quality Manager / Managing Director	
<p>Operational Instruction:</p> <p>The Support Services Manager or in their absence, the Quality 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 Support Services 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>Support Services 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 Support Services Manager, including complaints taken by Managers. 3. The Support Services Manager will complete the 'Complaints Recording Form' (REF: ADF06). The 'Complaints Recording Form' will be used to record and track the complaint. 4. The Support Services Manager will ask the appropriate Manager to carry out a full investigation. 5. The Support Services 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 Support Services Manager, to record and collate the evidence acquired during the investigation. Any written response is to be given to the Support Services 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 Support Services 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 Support Services Manager for checking.

For learners on funded training programmes please move to step 12

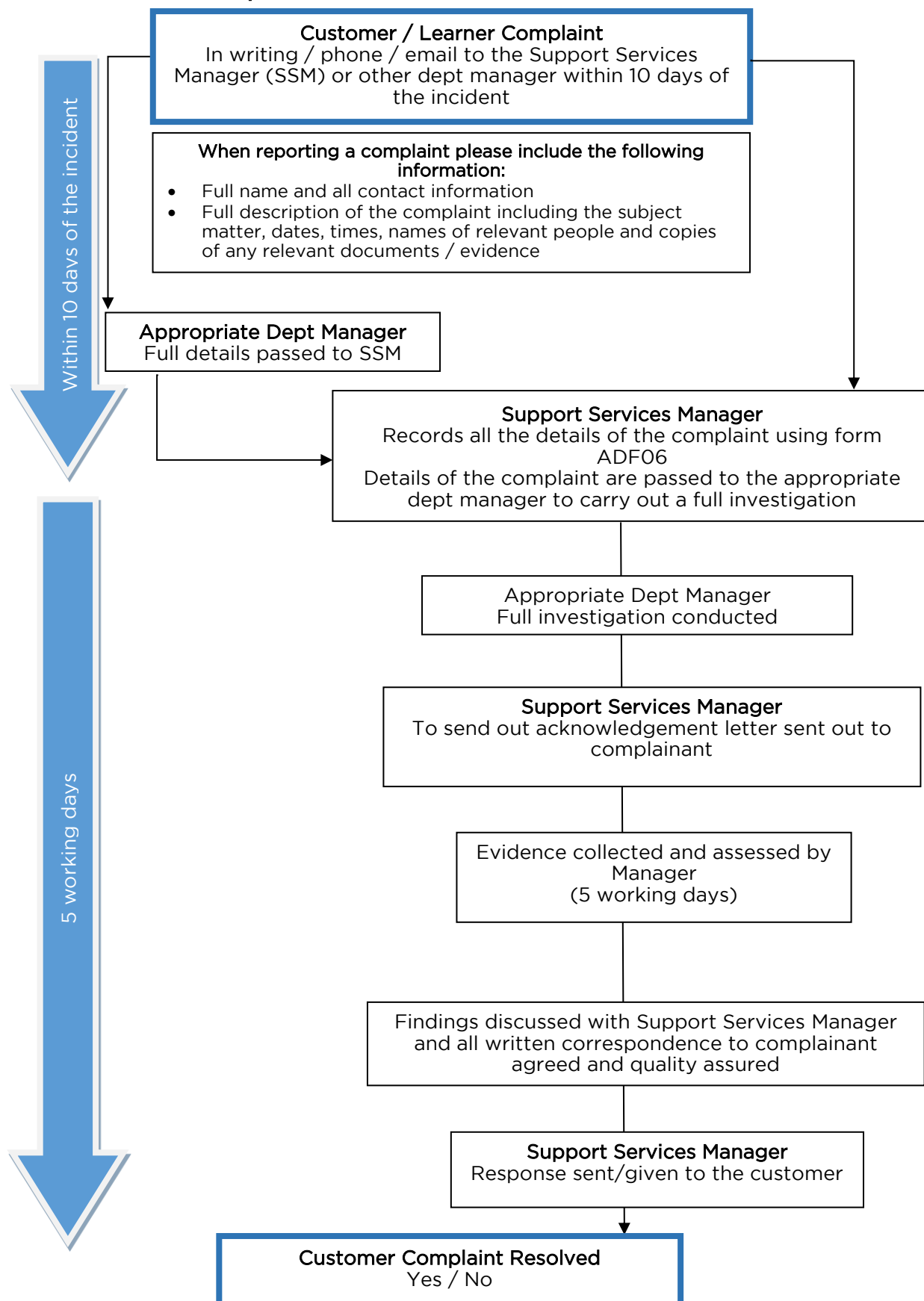
11. Following this, if the complainant is unhappy with the decision, they can write or telephone the Board of Directors at Access Training who will normally give their decision in writing within ten working days. The response will be given to the Managing Director for checking.
12. Following this, if 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 Support Services 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 Support Services Manager, or in their absence, the Quality Manager.

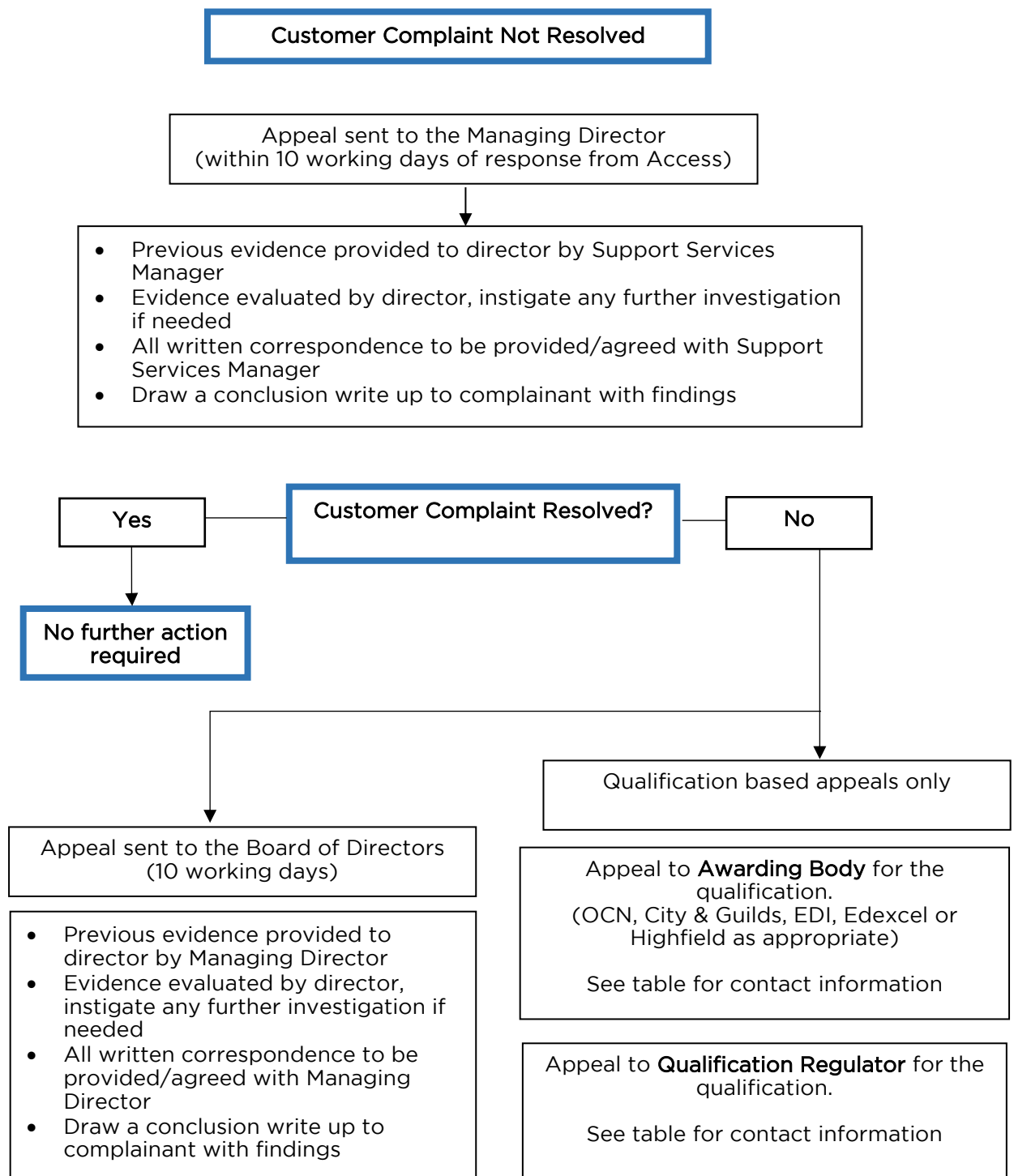
Customer Complaints Procedure





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

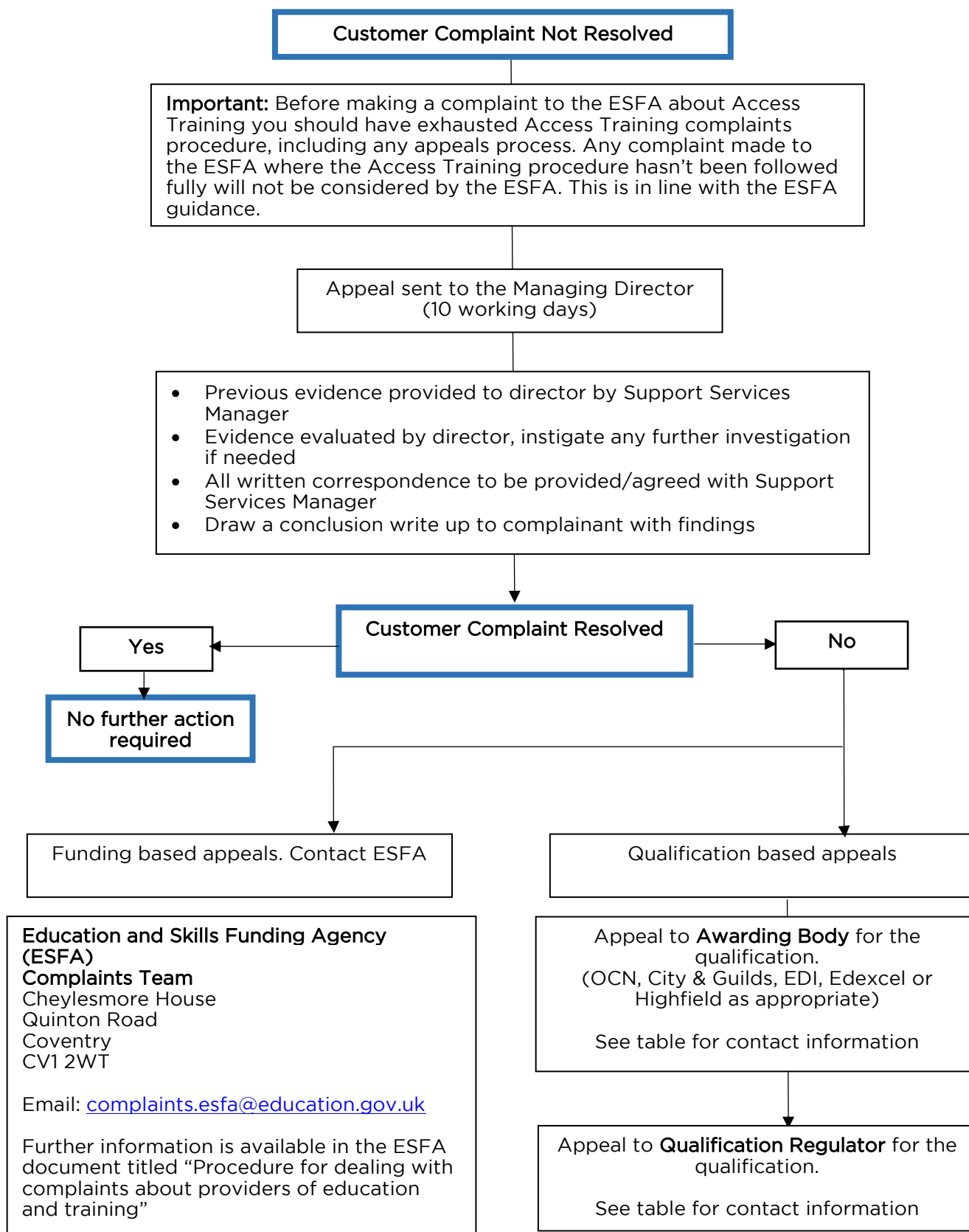
****If you are on a funded training programme please move to Part C below****





Part C - Customer Complaints Procedure - Funded Learners only

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



Contact details for Access Training:-	Contact details for qualification regulator
Access Training Cawley House 96 Cliff Road (Off Canal St.) Nottingham NG1 1GW	OFQUAL Spring Place Herald Avenue Coventry CV5 6UB Phone - 0300 303 3344 Email - public.enquiries@ofqual.gov.uk
Contact details for qualification awarding bodies:-	
City & Guilds and ILM 1 Giltspur St. London EC1A 9DD Phone: 0844 543 0033 Email: learnersupport@cityandguilds.com	Chartered Institute of Housing (CIH) Octavia House Westwood Way Coventry CV4 8JP Phone - 02476 851 700 Email: accreditation@cih.org
Training Qualifications UK (TQUK) 2nd Floor Dunham House Cross Street, Sale Manchester UK M33 7HH Phone: 03333 583 344 Email: account.managers@tquk.org	ABC Awards Robins Wood House Robins Wood Road Aspley Nottingham NG8 3NH Phone: 0115 854 1620 Email: centresupport@abcawards.co.uk
Highfield Qualifications Highfield House Heavens Walk Lakeside Doncaster South Yorkshire DN4 5HZ Phone - 0845 226 0350 Email - customerservices@highfieldabc.com	Pearson / Edexcel Customer Services Contact Team (Feedback and complaints) Pearson Qualification Services 14 The Quays Salford Quays Manchester M50 3BF Phone: 08456180440 Email: wblcustomerservices@pearson.com

Title	Code
Customer and Learner Complaints Procedure	Q12
Publication Date / Date of Update	Version Number
March 2019	1.10
Originator	Checked for Impact Assessment
Name: Duncan Hembury	Assessor(s): Duncan Hembury
Date: 20.03.19	Date Assessed: 20.03.19
Authorised by Managing Director	Authorised by Board of Directors
Name / Signature: Corrina Hembury	Name / Signature: n/a
Date: 20.03.19	Date: n/a
Associated Policies	
n/a	
Associated Forms	
ADF06 - Complaint Recording Form	