

Title: Customer and Learner Complaints	Section: Quality
	Number: Q12
	Date of Issue: March 2023
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: Quality Manager / Managing Director / Operations Director / Claims and Compliance Manager	
<p>Definition: For the purpose of this procedure, a complaint is when a customer expresses their dissatisfaction at the quality of the product or standard of service that has been provided.</p> <p>Operational Instruction: The Quality Manager or in their absence, the Claims and Compliance 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 Quality Manager of their complaint (in writing, by telephone, email or any other appropriate method) within 10 days of the incident The Quality Manager will pass on the complaint to the appropriate Manager. Quality Manager Access Training (East Midlands) Limited Cawley House 96 Cliff Road Nottingham NG1 1GW Tel: 0115 9587257 Email: info@atem.co.uk 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 Quality Manager, including any complaints taken by other Managers. 3. The Quality Manager will complete the 'Complaints Recording Form' (ADF06). The 'Complaints Recording Form' will be used to record and track the complaint. 4. The Quality Manager will ask the appropriate department Manager / staff member to carry out a full investigation. 5. The Quality Manager will write a letter or email acknowledging receipt of the complaint; including a statement of apology, the name of the investigating Manager / staff member, 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 investigating Manager / staff member 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 Quality Manager, to record and collate the evidence acquired during the investigation. Any written response is to be given to the Quality 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 Quality 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 / Operations Director who will normally give their decision in writing within ten working days. The response will be given to the Quality Manager for checking.

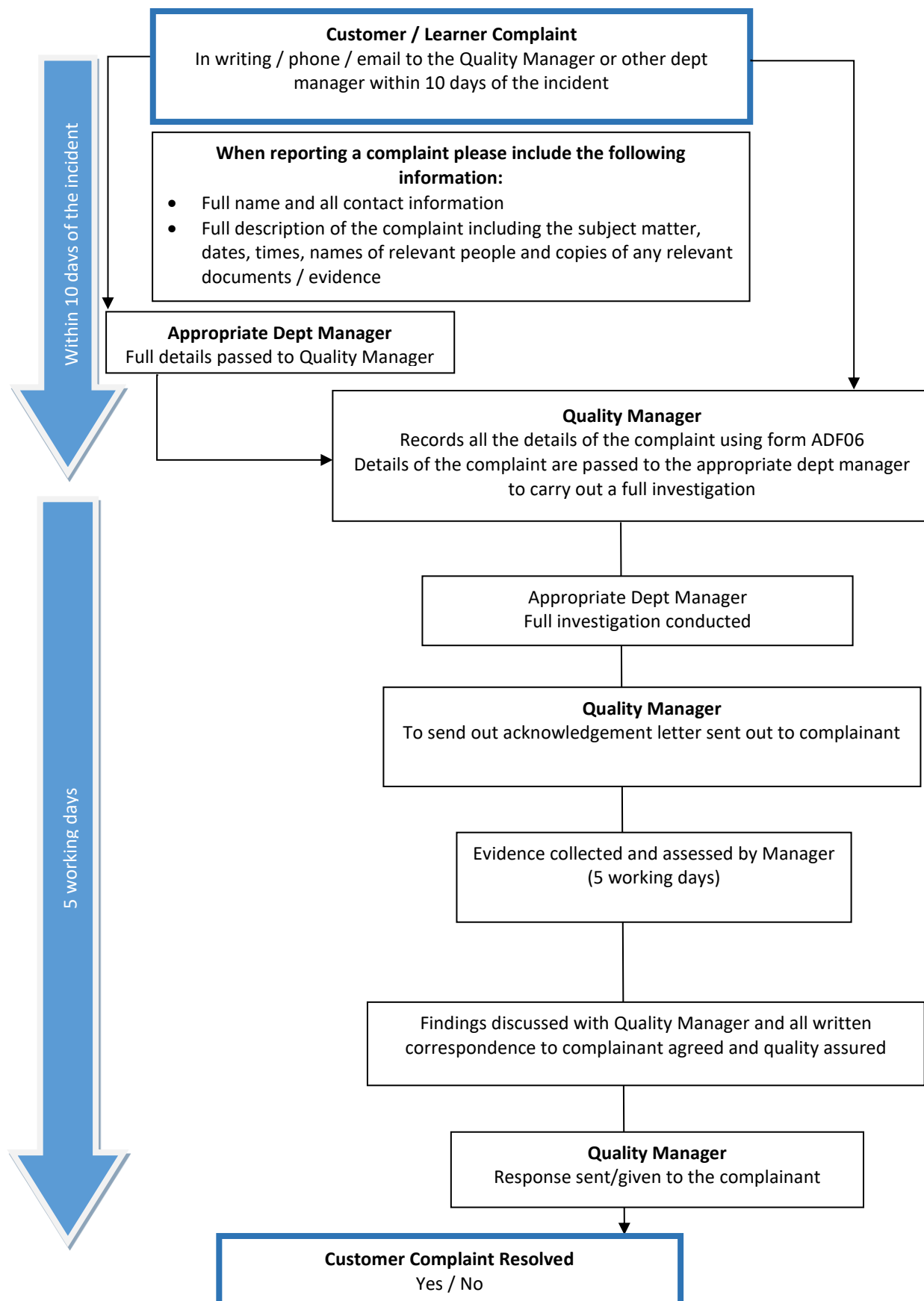
For learners on funded training programmes please move to step 12

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 / Operations 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) if on a an ESFA funded programme only.

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 / GDPR, the Quality 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.

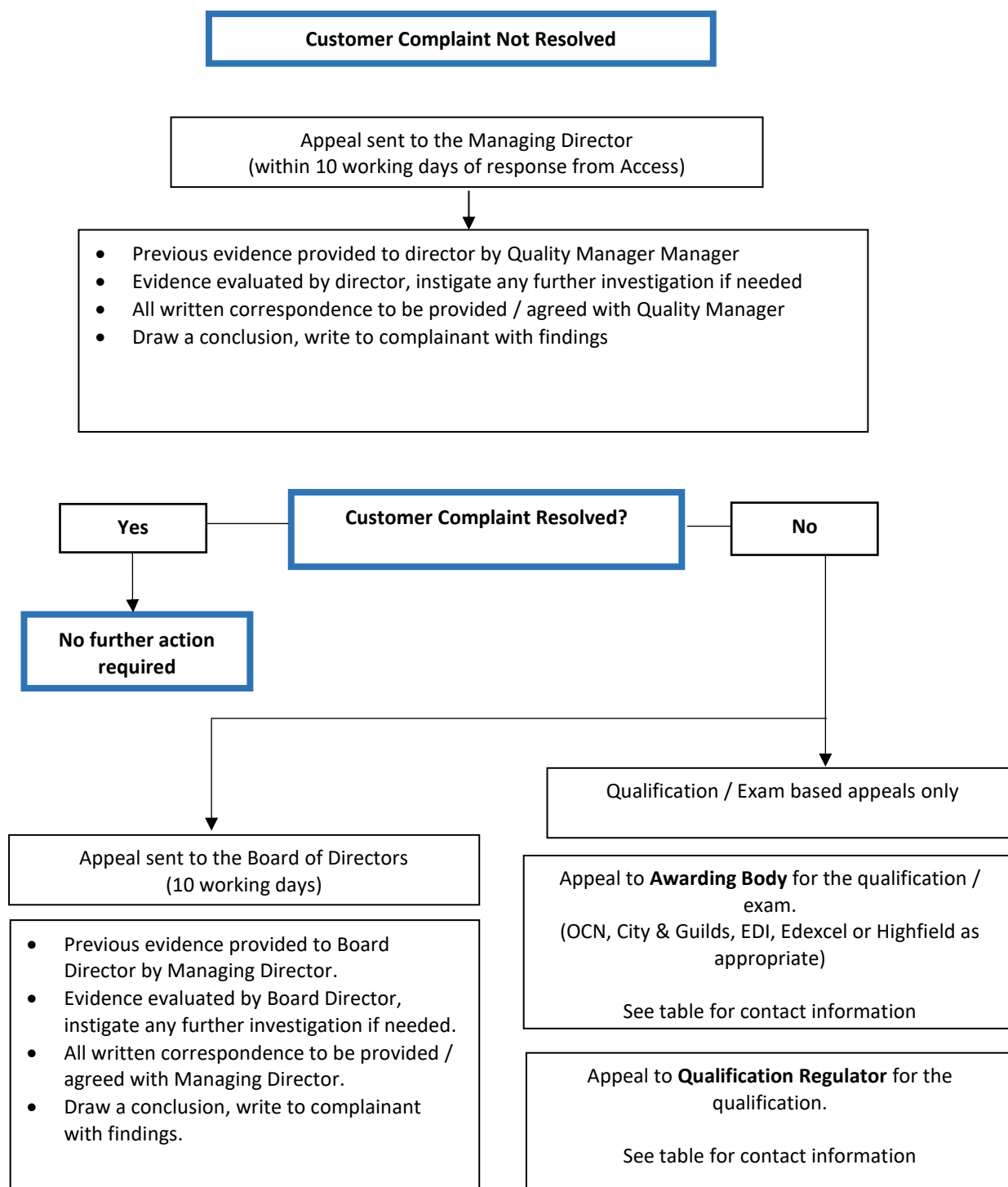
Part A - Customer Complaints Procedure





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

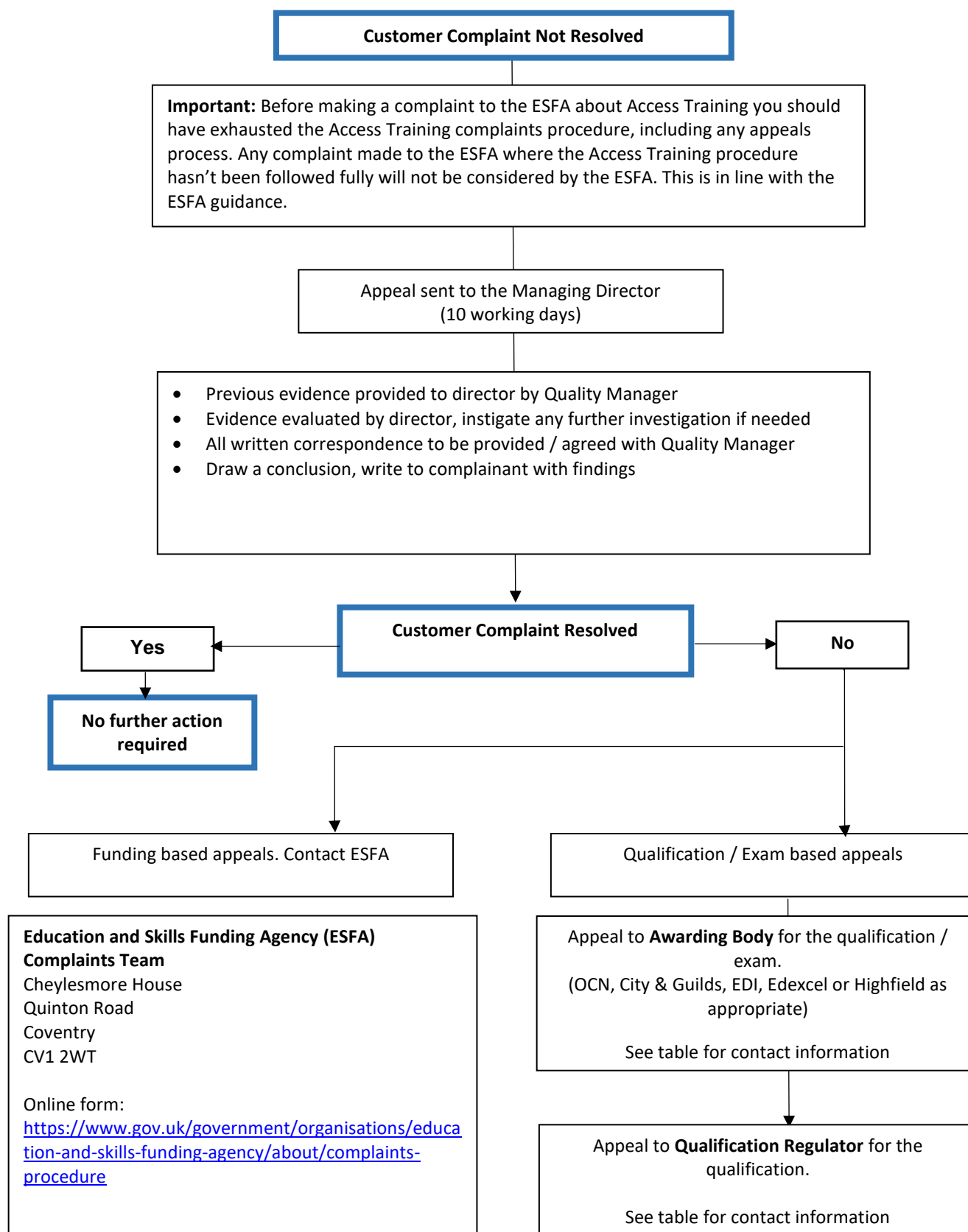
****If you are on a funded training programme, please move to Part C below****





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 (East Midlands) Ltd Cawley House 96 Cliff Road (Off Canal St.) Nottingham NG1 1GW Phone: 0115 958 7257 Website: www.atem.co.uk	OFQUAL Phone – 0300 303 3344 Email - public.enquiries@ofqual.gov.uk Online Site: https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure
Contact details for qualification awarding bodies:-	
City & Guilds and ILM 5-6 Giltspur St. London EC1A 9DE Phone: 0844 543 0033 Email: learnersupport@cityandguilds.com Website: www.cityandguilds.com	Chartered Institute of Housing (CIH) Suites 5 and 6, Rowan House Westwood Way Coventry CV4 8HS Phone – 024 7685 1700 Email: customer@cih.org Website: www.cih.org
Training Qualifications UK (TQUK) Crossgate House Cross Street, Sale, Manchester M33 7FT Phone: 03333 583 344 Email: account.managers@tquk.org Website: www.tquk.org	Skills and Education Group Awards (was ABC) Robins Wood House Robins Wood Road Aspley Nottingham NG8 3NH Phone: 0115 854 1620 Email: customersupport@skillsedugroup.co.uk Website: www.skillsandeducationgroupawards.co.uk
Highfield Qualifications Highfield ICON First Point Balby Carr Bank Doncaster South Yorkshire DN4 5JQ Phone – 01302 363277 Email – info@highfield.co.uk Website: www.highfieldqualifications.com	Pearson Qualifications Customer Services Contact Team (Feedback and complaints) Pearson Qualification Services 14 The Quays Salford Quays Manchester M50 3BF Phone: 08456180440 Visit contact portal / Support hub at: https://qualifications.pearson.com/en/home.html

Title	Code
Customer and Learner Complaints Procedure	Q12
Publication Date / Date of Update	Version Number
March 2023	1.15
Originator	Checked for Impact Assessment
Name: Duncan Hembury	Assessor(s): Duncan Hembury
Date: 23.03.23	Date Assessed: 23.03.23
Authorised by Managing Director	Authorised by Board of Directors
Name / Signature: Corrina Hembury	Name / Signature: n/a
Date: 23.03.23	Date: n/a
Associated Policies	
n/a	
Associated Forms (Internal)	
ADF06 – Complaint Recording Form	