Complaints Policy and Procedure

**Date developed:** February 2013

**Last review:** 18th November 2021

**Next review:** November 2022

**Policy Holder:** Georgina Sexton – Centre Director

Qualified Education Ltd is committed to providing a quality service and work in an open and accountable way that builds the trust and respect of all who come into contact with our company.

One of the ways in which we continue to improve our service is by listening and responding to the views of our learners, customers and staff by responding positively to complaints, and by putting mistakes right.

**Qualified Education aim to ensure that:**

* making a complaint is as easy as possible;
* we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
* we deal with it promptly, politely and, when appropriate, confidentially;
* we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
* we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly.

**Our aims are to:**

* resolve informal concerns quickly;
* keep matters low-key;
* enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

**Qualified Education’s responsibility will be to:**

* acknowledge the formal complaint in writing;
* respond within a stated period of time;
* deal reasonably and sensitively with the complaint;
* take action where appropriate.

**A complainant's responsibility is to:**

* bring their complaint, in writing, to Qualified Education's attention normally within 20 days of the issue arising;
* raise concerns promptly and directly with a member of staff;
* explain the problem as clearly and as fully as possible, including any action taken to date;
* allow Qualified Education a reasonable time to deal with the matter;
* recognise that some circumstances may be beyond the companies' control.

**Confidentiality**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Qualified Education maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

**Monitoring and Reporting**

An annual report of all complaints made and their resolution will be completed by the Centre Director. This will be reviewed and monitored accordingly.

**Formal Complaints Procedure**

We encourage all complaints to be addressed informally where possible, however, where this cannot be achieved, the formal complaints procedure should be followed

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|  | **Procedure:** | **Time scales:** |
| **Stage 1** | Complainant should put complaint in writing either by completing a Complaints Form or in any other suitable format.  Complaints should be made 'For the Attention Of' the member of staff involved in your complaint.  In your letter you should set out the details of your complaint, who was involved, the consequences for you as a result, and the remedy you are seeking.  Contact details and the complaints form can be found on the website**: www.qualified-education.co.uk** or a copy can be posted out. | Within 20 days of issue arising |
| Complaint will be acknowledged by the centre | Within 5 days |
| Complainant will receive a written response from the centre. | Within 15 days |
| **Stage 2** | If complainant is not satisfied with the initial response to the complaint they should write to the Centre Director and ask for your complaint and the response to be reviewed. This should be completed as promptly as possible. | Within 10 days of receiving initial response. |
| Your Stage 2 complaint will be acknowledged by the Centre Director. | Within 5 working days |
| The Centre Director will set a date for the complaint to be considered by a complaints panel and attempt to find a solution with the individuals concerned. The complainant will be notified of the date. | Panel date within 20 days of Stage 2 complaint being received. |
| The Centre Director will notify relevant members of staff that a complaint has been lodged and give details of how it will be heard, including the composition of the complaints panel. |  |
| The complaints panel will meet to consider the complaint. The panel will ensure that it has full accounts from all parties involved in the assessment. |  |
| A written response of the outcomes will be provided to all parties involved. | Within 10 days |
| If a matter requires more detailed investigation, all parties will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom. |  |
| **Stage 3** | If, after completing stages 1 and 2, the complainant does not feel that their complaint has been satisfactorily resolved, they may escalate their complaint to the relevant awarding organisation or regulatory bodies (in cases relating to qualifications) if they remain dissatisfied.  Contact details can be found below: |  |

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| **Awarding Organisations** | | |
| **City & Guilds**  1 Giltspur Street  London  EC1A 9DD | **Training Qualifications UK (TQUK)** Q6 62 Liverpool Road  Cadishead  Manchester  M44 5AF |  |
| **Regulatory Bodies** | | |
| **Ofqual** Spring Place, Herald Avenue, Coventry CV5 6UB. |  |  |