


Complaints Procedure

Procedure Summary	This procedure aims to maintain confidence in the accountability and integrity of Equals Training. It provides a framework to ensure that suitable arrangements are in place for dealing with complaints. It sets out the principles and standards for dealing with complaints including timeliness and proportionality and provides clarity on the investigation of complaints.
Version Control	1.0 Initial document produced. 2.0 Contact details updated. 3.0 Signature added, contact details updated.
Date Produced	30 04 2019
Owner/Contact	Gary White
Consultation	ACAS Dealing with a complaint formally
Date of Last Review	01 09 2021
Date of Next Review	31 08 2022
Links to Other Policy	Access to Fair Assessment Policy Accommodation and Reasonable Adjustment Policy Appeals Procedure Data Retention Policy Malpractice and Maladministration Policy
More Information	
Signature	 Gary White Operations Manager

1 Purpose

All individuals representing Equals Training will aspire to meet and deliver standards of professional behaviour when dealing with customers. These standards will reflect the expectations of the company.

A complaint can be generally defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*. In comparison, a concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

Complaints assessed to be of a minor nature will be dealt with by the Operations Manager and the appropriate organisation will be consulted on all other matters.

Equals Training will promote a culture of learning and development for individuals rather than blame and punishment. Complaints will be dealt with in an open, fair and proportionate manner to ensure early intervention and the timely investigation.

If learners experience problems with any aspect of the services provided, they should discuss their concerns with their training manager as soon as possible. Equals Training cannot accept responsibility for problems that affect the outcome of a qualification if there is a delay in highlighting an issue until it is too late to adequately resolve.

If the learner has discussed their concerns with their training manager and they feel that they wish to make a complaint the procedure is as follows:

1. The complaint should be submitted to the Equals Training (Operations Manager) in writing by post or e-mail (see contact information). A reply will be forwarded within 5 working days of receiving the complaint. If a full reply cannot be forwarded within that time, the complainant will be informed of when this will be possible.
2. If, when the complainant receives the reply to their complaint, they are not satisfied that Equals Training have done everything possible to answer it, they can ask the relevant organisation to review the case (see contact information).

Where possible, the request to review the complaint should include:

- Full details of the complaint and all matters relating to it.
- Copies of any previous correspondence.
- Any additional information.

If, when the complainant receives a full reply from relevant organisation, they are still not satisfied that everything possible has been done to answer it, they can request for it to be escalated to the Education and Skills Funding Agency (see contact information).

The complainant must clearly set out the reasons for requesting an escalation and include any additional evidence in support of your complaint. They should also explain what they would like to happen to resolve your complaint.

2 Review

The Operations Manager will keep this policy up to date, particularly as the business changes in nature and size.

When the policy has been amended, the amendment list will be updated and a new issue number distributed to all staff. The policy will be reviewed every year.

3 Contact Information

Equals Training

Contact: Gary White, Operations Manager

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Mobile: 07947 878144

Email: gary@equlastraining.co.uk

Address: Office 6 Bessemer Suite, Ironworks House, Warton Road, Carnforth, Lancaster, LA59EX

Highfield Awarding Body for Compliance

Tel: 0845 2260350 or 01302 363277

Complaints Procedure

General information: info@highfieldabc.com

Customer service enquiries: customerservices@highfieldabc.com

Head Office: Highfield House, Heavens Walk, Lakeside, Doncaster, South Yorkshire, DN45HZ

NOCN Qualification & Apprenticeship

Tel: 0300 999 1177

Email: nocn@nocn.org.uk

Head Office: Acero Building, 1 Concourse Way, Sheaf Street, Sheffield S12BJ

ESFA Complaints Team

Email: complaints.ESFA@education.gov.uk

Address: Complaints Team, Education and Skills Funding Agency, Cheylesmore House
Quinton Road, Coventry, CV12WT