


Policy Summary	There may be times when an individual or organisation wishes to offer feedback, pay a compliment or voice a complaint. Equals Training will endeavour to make this process as easy as possible.
Version Control	v1.0 Production and introduction.
Date Implemented	
Owner/Contact	Operations Manager
Consultation	
Date of Next Review	This document covers how often each policy must be reviewed. Where the policy does not specifically outline how often it will be reviewed this will be annually. Where there is a change in the law or circumstances, the policy and documentation will be reviewed accordingly.
Links to Other Policy	Whistleblowing Procedure
More Information	
Signature	 Gary White, Operations Manager

1.0 Introduction

If anyone wishes to submit feedback as a compliment or complaint they should be advised to do so either via support@equals.ac.uk or by completing a Feedback Form (see Appendix A). Alternatively, the Complaints Procedure provides advice and guidance in this area.

2.0 Procedure for Formal Feedback and Compliments

On occasion, Equals Training may receive a general comment or feedback which is not identified as a specific personal complaint, but which nevertheless raises a concern or issue to be addressed. All such formal comments will be recorded and reported to:

- Operations Manager

Action will be taken to address/improve any issues raised.

If we receive a compliment this will be recorded and reported to:

- Operations Manager

3.0 Procedure for Complaints

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:

- i. 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.
- ii. 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.

4.0 Contact Information

Equals Training

Contact: Gary White, Operations Manager

Office: 01524 932023

Mobile: 07947 878144

Email: gary@equals.ac.uk

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

Policy and Procedure
Complaints and Compliments

Highfield Qualifications

Tel: 0845 2260350 or 01302 363277

General information: info@highfieldabc.com

Customer service enquiries: customerservices@highfieldabc.com

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

ESFA Complaints Team

Email: complaints.ESFA@education.gov.uk

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

Appendix A

Complaints and Compliments Feedback Form

Name:
Address:
Contact number:
Programme (where applicable):

Details of your feedback, compliment or complaint (continue on an additional sheet if necessary):
If a complaint, have you taken steps to resolve it informally (e.g. if you are a learner, have you spoken to your trainer)? If this has not been possible or the outcome is not satisfactory, tell us why:
If a complaint, please let us know what you would like us to do to resolve the matter:

Would you like your name to be kept confidential?	Yes / No
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Signature:	Date:
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Return this form to: Operations Manager, 3 Bessemer Suite, Ironworks House, Warton Road, Carnforth, LA5 9EX.

Or via email: gary@equals.ac.uk or support@equal.ac.uk