

Complaints, Comments and Compliments Policy and Procedure

Policy Statement

Skills Consultants Limited is committed to providing the best possible service for all Learners. Nevertheless, we acknowledge that Learners can at times feel dissatisfied, and feel that something is unsatisfactory or unacceptable, leading to the raising of a complaint. They are therefore entitled to have their concerns listened to and addressed. In such cases, we wish to respond quickly and effectively. Normally, Learners are invited to raise their concerns in the first instance with their Trainer, as a complaint can be resolved quickly and simply in this way. However, if Learners are not satisfied with the response made by staff, or do not wish to use this route, they may make a formal complaint instead.

Where Learners wish to register a comment or compliment, rather than make a complaint, they can do so by email or in writing, marked for the attention of Director Emma Garrick at Skills Consultants Limited.

If a Learner wishes to make a formal complaint, they should in the first instance complete form Stage One of the Complaints, Comments and Compliments Policy.

In following the complaints procedure, we will also review any systems relevant to the complaint, to identify and recommend changes that would prevent a recurrence of similar complaints (preventative action).

It may also be necessary to take advice from other internal and external agencies, as appropriate, in investigating the complaint.

It may be necessary to require access to sensitive personal data (under GDPR) to arrive at a sound conclusion. The information will be handled with due regard to its sensitivity, and only shared with others who need to know it as part of the investigation. The complainant who submitted a formal complaint should be aware that the information will be made available under these conditions as part of an investigation.

There are three stages in the complaints procedure and each stage must be completed before proceeding to the next stage. All learners who register a complaint will receive a formal reply.

Procedure

Stage One

The Learner complains directly to the Trainer by completing the Learner Complaint Report. The Trainer will acknowledge receipt within 3-working days and will provide written feedback/a decision in writing within 10-working days.



Stage Two

If the Learner is not satisfied with the feedback received and decision made in Stage One, s/he can proceed to Stage Two by appealing to a Director. All Learners' complaints will be acknowledged and investigated to establish facts and evidence to support the complaint and if a complaint is considered justified, remedial action will then be taken. The complaint will be discussed internally led by a Director and involving, an Internal Verifier and Lead Quality Assurer who will respond within 10-working days of receiving the Learner's appeal.

Stage Three

Learners who have exhausted Stages One and Two and are still not satisfied with the decision may proceed to Stage Three. This complaint must be in writing to the Awarding Body or the Skills Funding Agency and must be accompanied by copies of all documentation used in Stages One and Two.

The decision made by the Awarding Body or the Skills Funding Agency will be final.

Complaints April 2021 Skills Consultants Ltd
To be reviewed April 2022



Stage 1 – Complaints, Comments and Compliments Policy

Learner Complaint Report

Candidate Name:	Trainer Name: Lead Quality Internal Assurer name:
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Qualification:

Learner's Reason for Complaint/Comment/Compliment:	
Learner's Signature:	
Date:	
This column to be completed by TT staff	
<p>Trainer's Decision: Date Complaint Received: Date replied to Learner:</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 60%;"> <p>Signature:</p> <p>Date:</p> </div> <div style="width: 35%;"> <p>Signature:</p> <p>Date:</p> </div> </div>	
<p>Learner's Decision</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 60%;"> <p>I accept the Trainer's decision</p> <p>I wish to proceed to Stage 2 <input type="checkbox"/></p> <p>Signature:</p> <p>Date:</p> </div> <div style="width: 35%;"> <p>Date reply received:</p> <p>Date forwarded to Lead</p> <p>Internal Quality Assurer:</p> <p>Signature:</p> <p>Date:</p> </div> </div>	

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Stage 2 – Complaints, Comments and Compliments Policy

Decision of Director (Lead Internal Quality Assurer)

Candidate Name:	Trainer Name: Lead Quality Internal Assurer name:
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Lead Internal Quality Assurer's Comments:

Lead Internal Quality Assurer's Decision: Date Candidate informed: Signature:

Date:

Signature:

Date:

Learner's Decision

Date reply received:

I accept the Lead IQA's decision

Date forwarded to Awarding
Body:

I wish to proceed to Stage 3

Signature:

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Feedback from Awarding Body/Skills Funding Agency

Candidate Name:	Trainer Name: Lead Quality Internal Assurer name:
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Awarding Body Decision	
Date Appeal Decision received:	
	Name:
Date Learner informed:	Signature:
	Date:
Candidate Response	Date reply received:
	Signature:
	Date:
I have received the decision of the Awarding Body	
Signature	
Date	



Signed by Emma Garrick

A handwritten signature in black ink, appearing to be "Emma Garrick", written in a cursive style.