



Complaints Procedure

Version 1.4

June 2021

Overall responsibility of:

- Academic Manager

Complaints Procedure

1. Training Skills UK's complaints procedure aims to

- be simple to understand and use
- be accessible and well-publicised
- allow speedy handling with established time limits for action and to keep people informed of progress
- ensure a full and fair investigation without recrimination
- encourage reconciliation
- respect people's desire for confidentiality
- address all the points at issue and provide an effective response and appropriate redress;
- provide information to management so that services can continually be improve

2. Training Skills UK's commitment to quality standards

- **Training Skills UK** is seeking to provide its learners with the best possible service across the whole range of our activities.
- By responding swiftly to any expressions of dissatisfaction, concern or apparent problems we can resolve any difficulties informally and effectively.
- Receiving feedback about services or facilities is important in order to take remedial action and continually improve our standards of service.
- To this end we will monitor the types and numbers of complaints we receive to identify any problem areas. We cannot and will not, therefore, deal with anonymous complaints.

3. What Is a Complaint?

- A complaint arises when someone feels that an aspect of their learning, support service, facility or site is unsatisfactory and should be investigated.
- It is expected that many concerns can be resolved at the point at which they arise by the person directly concerned, overcoming the need to formally record a matter of complaint.
- This Complaints Procedure is not intended for appeals against the decision of an independent Assessment authority, or for matters related to unacceptable social behaviour by a member of staff or associate (please refer to the relevant Grievance Procedure).
- **Training Skills UK** will be responsible for ensuring that the Complaints Procedure operates without fear of recrimination or retribution against the complainant.

[A complaint on a matter which has a bearing on assessments must be logged not later than 7 days before the final assessment point for the module(s) concerned, e.g. the deadline for the submission of the last assignment in a coursework only module, or the date of the (first) examination in the case of an examination only or mixed-mode module. After that point such a complaint cannot be submitted within the complaints procedure]

4. Who Can Help You Make a Complaint?

- Learners should refer to the following as sources of impartial help, advice, guidance and support in making a complaint:
 - Programme Tutors
 - Assessor, Colleague
 - A Friend
 - Anyone you feel comfortable with
- Informed guidance may be sought on the applicability and operation of the procedures from the Centre Manager or Managing Director.

5. How to Make a Complaint?

- Learners have the right to raise concerns if they are dissatisfied with something and the Complaints Procedure is there to enable people to seek ways of improving matters.

- Complaints are usually best solved directly and close to the point at which the perceived problem has occurred. For this reason every effort should be made to resolve the concerns at source within the company. Attempts should be made to talk to a relevant member of staff and give her/him a chance to resolve the problem before taking it further.

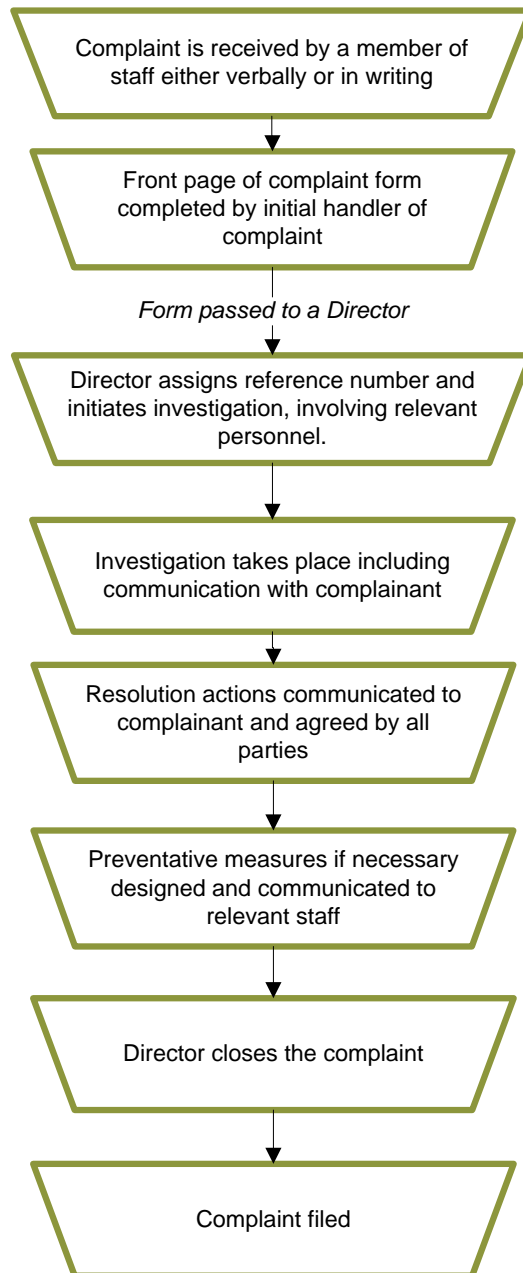
Expressing concern in an appropriate manner will often ease the situation, possibly resolve the matter and avoid the need to make a complaint. Should this be unsuccessful, reference to the list above for assistance in pursuing the complaint is advised. This represents the first step of the Complaints Procedure.

- Throughout the Complaints Procedure learners are entitled to bring someone with them to any meetings held to discuss the complaint. This person could be a parent or guardian, a colleague a friend or a fellow student.
- The Complaints Procedure flow chart which follows, maps out the steps learners should follow in pursuing a complaint.

6. Responsibilities Throughout the Procedure

- Every attempt should be made to resolve the complaint at source.
- The student should complete and submit a Complaint Form to the Complaints Officer if Stage 1 and 2 prove unsuccessful. If the learner feels s/he is unable to complete the form, s/he may request the assistance of any of the people mentioned in Section 4 "Who can help you make a complaint?" A copy of a Formal Complaint should be sent to the Managing Director.
- On receipt of the complaint the Complaints Officer will:
 - Log the complaint in a record.
 - Ensure as far as possible reasonable confidentiality is preserved in the investigation process.
 - Ensure a full and fair investigation is conducted.
 - Address all the points at issue and provide a response to the complaint.
 - Respond to the complainant within 14 days, either to detail findings and any redress to be offered, or outline the process for completion of the enquiry. Copies of all responses should be sent to the Director of Operations and Learning.
- The role of the Complaints Officer at Stage 4 is one of recording and monitoring complaints which have reached this level. The Complaints Officer will refer any such complaints to the Managing Director, after checking that Steps 1-3 have already been followed. However in the case of the Complaint being about the Centre Manager a Director will take on this process.
- In the event that the complainant is not reasonably satisfied with the outcome at Stage 4 s/he may request an independent review. A formal request for an independent review, stating grounds of dissatisfaction with the results of the prior investigation, must be submitted in writing to the Company Secretary within 14 days of receipt of notification of the outcome of the previous investigation.

Complaints Procedure



Training Skills UK: Candidate Complaint Form 1

Stage 1: The Candidate may use this form regarding any complaint against the delivery of their course.

Candidates Complaint Form 1

Section A - to be completed by the Candidate

Candidate's Name:		Date of Complaint Recorded:	
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Name of Assessor/s:	
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A) Nature of the complaint: (Please attach an additional sheet, if necessary)

I can confirm that the above information is correct to the best of my knowledge (Please sign below)

Candidates Signature:	
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Candidates Name (please print):		Date:	
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Stage 2: The Assessor may use this form regarding any response towards the complaint.

Section B - to be completed by the above mentioned Assessor

When did the Assessor Respond:

B) Assessors Response

I can confirm that the above information is correct to the best of my knowledge (Please sign below)

Assessor Signature:

Assessor Name (please print):

Date:

Training Skills UK: Candidate Complaint Form 2

Stage 3: Before completing this form, candidates must follow Stage 1 of the complaints procedure, by submitting an initial complaint.

Stage 4: Candidates are required to complete this form and forward it to a complaints officer to make a formal complaint, if they are still dissatisfied after having complained to their assessor.

Candidates Appeal Form 2

Section A - to be completed by the Candidate

Name:

Candidate Registration Number:

Date of complaint submitted:

Home Address:

Email address:

Name of Assessor: (against whose complaint is being made)

Describe the reasons for your complaint as fully as possible. Please include copies of and associated documents (eg. Candidate evidence, record of feedback from the assessor involved). Candidate should keep a copy of this form.

A1) Nature of the Complaint: (Please attach an additional sheet, if necessary)

I can confirm that the above information is correct to the best of my knowledge (Please sign below)

Candidates Signature:

Candidates Name (please print):

Date:

Please return this form to: Complaints Officer, Training Skills UK, 22 Bruton Street, London, W1J 6QE

Section B - to be completed by the Complaints Officer

Date of Complaint Meeting:

Meeting Attendees:

B1) Details of the meeting: (Please attach an additional sheet, if necessary)

B2) Outcome of the meeting:

I can confirm that the above information is correct to the best of my knowledge (Please sign below)

Complaints Officer Signature:

Assessor Name (please print):

Date:

Candidates Signature:

Candidates Name (please print):

Date: