



Skills  
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# COMPLAINTS PROCEDURE POLICY

Get SET Academy is committed to providing a professional, efficient, courteous and helpful training centre to all our clients. However, in the instance you feel like things have gone wrong and you are dissatisfied with our service, we want you to tell us. Then we can resolve your complaint, and try to ensure it does not happen again.

This procedure tells you how to make a complaint about any of our training services. All our staff receives guidance on how to handle complaints. We aim to deal with all complaints promptly, fairly and proportionately. All complaints will be tracked on a database and tracked to completion.

## SCOPE

This policy is provided for Get SET Academy customers, including learners and staff members who are using or delivering the courses or qualifications Get SET Academy offer.

## LOCATION OF THE POLICY

This policy is available for all staff members and learners to access and it is important that staff involved in the management, delivery, assessment and quality assurance of qualifications and learners undertaking these qualifications are fully aware of the contents of the policy.

## REVIEW OF THE POLICY

Get SET Academy will review the policy annually and revise it as and when required in response to customer feedback, changes in practices, actions required by Get SET Academy or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## POLICY STATEMENT

Get SET Academy is committed to providing a quality service for its learners and staff members, working in an open and accountable way that builds the trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our staff members, customers and learners, and in particular by responding positively to complaints, and by putting mistakes right.

## STATEMENT OF PRINCIPLES

Get SET Academy aims 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 confidentially.
- We respond in the right way - for example, with an explanation or apology.
- 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.
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach to dealing with a complaint may be appropriate; however, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure must be followed.

### **DEFINITION:**

A complaint can be defined as 'any expression of dissatisfaction that relates to Get SET Academy and that requires a formal response'.

### **PURPOSE:**

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

Get SET Academy responsibilities are to:

- Acknowledge the formal complaint in writing.
- Respond within the stated period of time.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.

### **CONFIDENTIALITY:**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Get SET Academy 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.

## **COMPLAINTS PROCEDURE**

### **Stage 1**

If a complaint is unable to be resolved informally, the complainant should write / email their complaint to a relevant Get SET Academy member, so that they have a chance to put things right. In the

letter / email, it should set out the details of the complainant's complaint, the consequences for them as a result, and the remedy they are seeking.

Complaints will be acknowledged by Get SET Academy within 2 working days of receipt of a complaint. Complaints will be investigated by relevant Get SET Academy staff member. As part of the investigation regarding a complaint, a Get SET Academy staff member may undertake interviews with the relevant people involved. The complainant will be informed of the investigation outcome and decision within 10 days of a complaint being acknowledged (this may be extended, depending on the nature of the complaint).

## Stage 2

If a complainant is not satisfied with the initial response to a complaint, they can write to Get SET Academy Centre Manager, and ask for their complaint and the response from Get SET Academy to be reviewed. Get SET Academy Centre Manager will acknowledge a complaint within 2 working days of the receipt of a complaint. Responses to complaints will be within 10 working days of the acknowledgement.

### Centre Manager Details:

N: Asma Modan

E: [asma@getsetacademy.co.uk](mailto:asma@getsetacademy.co.uk)

T: 01254 679998

Get SET Academy aims to resolve all matters as quickly as possible. However, some issues will be more complex and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, a complainant 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.

## FINAL STAGE

If a complainant is not satisfied with the subsequent reply from Get SET Academy Centre Manager then they have the option to contact the Awarding Body with regards to their complaint. The Awarding Body will undertake an investigation into any complaints received, in line with the Awarding Bodies' Complaints Policy.

All documents relating to a complaint must be saved and stored securely in the centre. The Awarding Body must be given access to any information or documents regarding any complaints when requested.

**Furthermore, if** you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your



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qualification, then please contact the Awarding Organisation directly. We deal with a number of awarding organisations and their contact details can be found below:

Highfield Qualifications and their complaints policy can be located on their website:

[www.highfieldqualifications.com](http://www.highfieldqualifications.com) Alternatively, you can call the Highfield team on 0845 2260350.

**NCFE:** you can find details on <https://www.ncfe.org.uk/contact/making-a-complaint>

#### **By phone**

- NCFE - 0191 239 8000
- Skills Forward - 0300 102 1023

**by email** - [Complaints@ncfe.org.uk](mailto:Complaints@ncfe.org.uk)

**TQUK:** you can find details on <https://www.tquk.org/index.php/support/centre-policies>

TQUK

2nd Floor, Dunham House

Cross Street, Sale

Manchester

M33 7HH

Telephone: 03333 583 344

You can also refer to the Education and Skills Funding Agency, details can be found at;

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

#### **The Office of Qualifications and Examinations Regulation (OFQUAL)**

If you are still not satisfied with the outcome of the complaint from the Awarding Organisation, you can register a complaint with OFQUAL who are the qualification regulators.

Ofqual

Earlsdon Park, 53-55 Butts Road,

Coventry

CV1 3BH

Telephone: 0300 303 3344

Email: [complaints@ofqual.gov.uk](mailto:complaints@ofqual.gov.uk)