



Education & Skills
Funding Agency

COMPLAINTS PROCEDURE POLICY

Get SET Academy (GSA) is committed to providing a professional, efficient, courteous and helpful training environment 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 (complain). 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 issue related to delivery and support 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 GSA customers, including learners and staff members who are using or delivering the courses, qualifications or apprenticeships on offer through GSA.

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. The policy details are included in the apprenticeship handbook and covered during initial induction with messages being reiterated throughout the apprenticeship journey especially during reviews.

REVIEW OF THE POLICY

GSA will review the policy annually and revise it as and when required in response to customer feedback, changes in practices, actions required by GSA 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

GSA 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

GSA 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, apology or changes to provision and support.
- 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 GSA 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.

GSA 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 GSA 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 GSA 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 GSA within 2 working days of receipt of a complaint. Complaints will be investigated by relevant GSA staff member. As part of the investigation regarding a complaint, a GSA 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 GSA Centre Manager, and ask for their complaint and the response from GSA to be reviewed. GSA 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:

Name	Asma Modan
Email	asma@getsetacademy.co.uk
Telephone	01254 679998

GSA 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, the 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 still not satisfied with the subsequent reply from GSA 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 qualification, then please contact the Awarding Organisation directly. We deal with a number of awarding organisations and their contact details can be found below:

Awarding Body	Address	Email	Phone
Highfields	Highfield House Heavens Walk Doncaster DN4 5HZ	confidentialenquiries@highfield.co.uk	0845 2260350
NCFE	Customer Recovery team NCFE Q6, Quorum Business Park Benton Lane Newcastle upon Tyne NE12 8BT	complaints@ncfe.org.uk	0191 239 8000
TQUK	2nd Floor, Dunham House Cross Street, Sale Manchester M33 7HH	quality@tquk.org.uk	03333 583 344
BCS	3 Newbridge Square Milford Street Swindon SN1 1BY	customerservice@bcs.uk	01793 417417
Ofqual	Earlsdon Park, 53-55 Butts Road, Coventry CV1 3BH	complaints@ofqual.gov.uk	0300 303 3344

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>

Signed by the Managing Director



01/06/2021