

# COMPLAINTS POLICY 2023 - 2024



**Issue date:** 12<sup>th</sup> July 2023

**Review Date:** 12<sup>th</sup> July 2024

## Our Mission Statement

Aim to deliver an engaging, positive learning experience every time.

## Our Values

Our values encompass the achievement of all of our learners. Our values are HONESTY, INTEGRITY, SUPPORT, ETHICAL BUSINESS AND EQUALITY OF OPPORTUNITY FOR ALL. We support PREVENT, SAFEGUARDING, BRITISH VALUES, EQUALITY, DIVERSITY & INCLUSION and this policy is at the heart of and supports these core values in aiming to safeguard staff and learners.

## Our Vision

To be the provider of choice for apprentices and clients, creating bespoke education and training that maximizes opportunity and investment, both for now and in the future.

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## 1 - Introduction and Overview

A complaint is an expression of dissatisfaction concerning The NVQ Training Centre Ltd product or service. The NVQ Training Centre Ltd take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

Related policies which should be considered in relation to this document:

- Staff behaviour policy
- Learner behaviour policy
- Appeals procedure

## 2 - Rationale and Scope

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor/Assessor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor/Assessor, then please contact the Head of Business Skills Apprenticeships via one of the following options:

Call: 0845 223 5020

E-mail: [mark@nvq-centre.co.uk](mailto:mark@nvq-centre.co.uk)

Write to: The NVQ Training Centre Ltd, Park Business Centre, Wood Lane, Erdington, Birmingham, B24 9QR

## 3 - Roles and responsibilities

Our SMT (senior management team) take overall responsibility for the provision of all policies within the centre. The directors, Mark Webber and Peter Carey, take overall responsibility for this policy, its application and sharing of appropriate information. Kirsty Ryan, Apprenticeship Channel Manager, has responsibility for IAG within the centre, including support for Matrix Awards visits and inspections. We are Matrix accredited and comply with their terms and conditions of renewal.

#### 4 - How this Policy will be Communicated

- Our SMT will review policies and update as required
- Our policy will be made available on our website if applicable
- Our policy documents will form part of the induction for all staff to the centre
- When suitable, policies will be uploaded to OneFile resources for access by all appropriate users
- Acceptable use agreements to be held on learner files, or signed on OneFile as required
- We may email policy updates to staff as required or use OneFile system announcements
- Staff should review the employee handbook in relation to staff behaviour.

#### 5 – General Complaints

Any complaints in relation to this policy or relating to this policy or conflicts of interest should be made to the SMT or the Directors, who can be contacted via our Head Office on 08452235020 or email [info@apprenticeship-centre.co.uk](mailto:info@apprenticeship-centre.co.uk). Kirsty Ryan can be contacted on the same number or email [Kirsty@apprenticeship-centre.co.uk](mailto:Kirsty@apprenticeship-centre.co.uk)

#### 6 – Complaints Procedure

Write to: The NVQ Training Centre Ltd, Park Business Centre, Wood Lane, Erdington, Birmingham, B24 9QR

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

The NVQ Training Centre Ltd ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Head of Business Skills Apprenticeships will investigate your complaint and respond to you within 5 working days.

## Appealing after an initial complaint has been raised

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Managing Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Managing Director will investigate in full and respond to you within 5 working days

The Managing Director can be contacted on:

Call: 0845 223 5020

E-mail: [mark@nvq-centre.co.uk](mailto:mark@nvq-centre.co.uk)

Write to: The NVQ Training Centre Ltd, Park Business Centre, Wood Lane, Erdington, Birmingham, B24 9QR

This will be the final route of escalation within our company. Therefore, 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.