



Skills People Group

QUALIFICATIONS & TRAINING

Complaints and Compliments Policy

© Skills People Group



1. Introduction

Skills People Group consists of the following companies:

- *Construction Skills People*
- *C&G Assessments and Training Ltd*
- *Training Futures UK Ltd*

The company is committed to ensuring the provision of high quality training services. We believe that all users of our services have the right to make a complaint when they are dissatisfied with the service they have received.

Information relating to a complaint may be shared internally to enable us to investigate the matter and on occasion externally with third parties such as awarding organisations, regulatory bodies and funding partners. Sharing will only take place where the law allows it and in compliance with current data protection legislation. Consent can be withdrawn at any time by contacting the Data Protection Officer.

The company will maintain a record of formal complaints and compliments including a summary of the resolutions or planned action.

2. Complaints Overview

The company recognise that there may be occasions when its actions do not meet expectations. If you need to raise a complaint this procedure aims to ensure that complaints are resolved promptly and fairly.

We believe that most issues can be resolved quickly and at the informal stage however, where complaints are not resolved at the informal stage the individual has the right to raise a formal complaint.

Formal complaints will be investigated by a senior member of staff and anyone making a formal complaint will be treated fairly and respectfully and can remain anonymous. The relevant funding body who your qualification is funded by may be informed of your complaint.

All complaints will be taken seriously and investigated in accordance with the procedure set out in this policy.

3. Complaints Policy

This policy is designed to:

- *Provide clear guidance for the resolution of complaints in a way that is fair to both the individual and the company.*
- *Maintain confidentiality as far as reasonably possible for all parties involved in the complaint.*
- *Identify areas for improvement.*

Stage 1

- **In the first instance** many issues can be resolved quickly through the informal stage and can be best dealt with by the appropriate member of staff. This will normally be the allocated tutor/assessor/delivery specialist. Informal complaints should be raised within 5 working days of the original issue arising and it is expected that informal complaints will be resolved within 5 working days.

In many cases the outcome of the complaint will be communicated verbally.

The company does not require written confirmation of the outcome unless this is specifically requested by the complainant.

If resolution is not found at the informal stage or matters are too significant for the informal approach the individual may wish to make a formal complaint.

Stage 2 – Formal Complaint

The Individual should raise a formal complaint (*formal statement by the individual*) within 10 working days of the issue arising and this must be in writing to: The Quality Team:

- **Post:**
Skills People Group Ltd, The Quality Team, Unit 1, The Bridge Business Centre, Chesterfield S41 9FG
- **Email:** complaints@skillspeoplegroup.com

At this stage, on receipt the formal complaint will be logged by the Quality Manager.

- **The quality team** will acknowledge receipt of the complaint within 2 working days from receipt of the formal complaint.
- The content of the complaint will be reviewed and **escalated to the relevant senior manager to investigate.**
- **The investigating manager**, usually a manager from the team to the complaint will take any necessary measures to ensure the matter raised remains confidential to those directly involved in the investigation of, and response to, the complaint. All staff and individuals who become aware of any of the issues involved in the formal complaint are to keep this information confidential except insofar as is necessary to progress, investigate or respond to the complaint.
- **During the formal complaint stage**, it is expected for both parties to continue that relationship in a professional manner and allow the matter to be progressed through the formal procedure. Under exceptional circumstances or, if the complainant requests it, we will make alternative arrangements to ensure all relevant individuals are not disadvantaged.
- **The investigating manager will communicate their final decision within 10 working days of receiving the stage 2 formal complaint.**

4. Complaints beyond the company

Stage 1 escalation rights - Individuals have the right to make a complaint about an assessment related matter (not assessment decision as this is dealt with in the appeals procedure) to the relevant awarding organisation.

- **If an individual wish to exercise this right**, the details are recorded within the learner handbook, portfolio or alternatively, can be requested from the tutor/assessor/delivery specialist, IQA, centre coordinator or quality team.
- **Awarding organisations** include but are not limited to: HABC, Pearson, CITB, Proqual, Lantra, HESA, SQA, City & Guilds. Learners may not raise a complaint to an awarding organisation which is not related to the qualification.
- **Highway Electrical Apprenticeships** - The Highway Electrical Skills Academy (HESA), acting in partnership with Lantra Awards is the appointed body for overseeing approved training organisations and approved trainers meeting the appropriate standards detailed in the specification. If a complaint is not satisfactory resolved, complaints should be made to HESA. These may be reported to the Standards and Training Committee.

Stage 2 escalation rights – If all the above stages have been exhausted and the individual remains dissatisfied they have the right to escalate the complaint to: The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments

www.gov.uk/government/organisations/ofqual

5. Compliments Policy

The company want to hear about the things within our service that you feel have been a good experience to you. If you feel, for example, the learning and training you have received has: been a good experience and has encouraged you to continue your learning journey to progress to the next level, you may have developed a good relationship with one of our team through the support you have received, or the benefits of the qualification you have undertaken, then submit your feedback by:

- **Post to: submit the following form to:**
Skills People Group, The Quality Team, Unit 1 The Bridge Business Centre, Chesterfield S41 9FG
- **Email to:** Quality@skillspeoplegroup.com

6. Retention

Complaints and Compliments are securely retained for a minimum of 3 years from receipt. The companies' retention period is set out to comply with awarding organisations certification retention periods and government guidance. After this period will be securely destroyed.

7. Right to Access Rights to Information

Learners have individual rights to access personal data that is being held about them, either on computer or in manual files. Any person who wishes to exercise this right is required to submit a subject access request to The Data Protection Officer.

Head office number is 01246 589444

*Refer to the following policy for further information.

- *Subject Access Request Policy*

8. Evaluation of Complaints/Compliments and Suggestions for Improvement

The Quality Manager will have the responsibility for reviewing and reporting on all complaints and their outcomes monthly.

At the end of the academic year the Quality Manger will prepare an annual summary evaluation of the number and general character of complaints, compliments and suggestions. This report may inform future changes in service delivery.

This policy will be reviewed on an annual basis by the Quality Manager.

Written Complaints, Compliments and Suggestions for Improvement

Full Name:

Address:

Telephone Number:

Email Address:

Course/Qualification
**if applicable*

Tutor/Assessor/Delivery
Specialist **if applicable*

Details of your Complaint / Compliment

What would you like us to do?

Signed

Date

Please return by:

- **Post to:** Skills People Group, The Quality Team, Unit 1 The Bridge Business Centre, Chesterfield S41 9FG
- **Email to:** quality@skillspeoplegroup.com

Document Control

| Date of change | Version | Overview of amendment | Amended by / Job title | Approved by | Approval date |
|----------------|---------|--|--------------------------------------|---------------------------|---------------|
| 26-05-17 | 5 | Policy revised, and cover sheet added | Sharon Lawrence (Quality Manager) | A Warham | 26-05-17 |
| 07-12-18 | 6 | Policy revised, retention, rights to access information, and wider implications have been included | Julie Lawton (Quality Manager) | T Armstrong (Director) | 07-12-18 |
| 07-03-19 | 7 | Section 4 - Complaints beyond has been expanded on further to include further escalation rights | Julie Lawton (Quality Manager) | T Armstrong (Director) | 07-03-19 |
| 03-05-19 | 8 | Reporting form has been included on page 5 | Julie Lawton (Quality Manager) | T Armstrong (Director) | 21-05-19 |
| 24-06-19 | 9 | Compliments have been included within Section 5 of this policy Awarding organisations included within Section 4 - Complaints beyond the company | Julie Lawton (Quality Manager) | T Armstrong (Director) | 24-06-19 |