

Compliments, Comments, Complaints and Appeals Procedure

Version: v2

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1 Purpose

Moor Training is committed to delivering a quality service at all times. However, we accept that occasionally things can go wrong.

If you encounter a level of service that you feel does not meet your expectations, we would like to hear from you. Equally, if you are pleased with the services offered, or have a suggestion on how we might improve our services please let us know.

We welcome feedback on all aspects of our provision and service. Compliments and constructive criticism help us to improve the quality of what we do.

We want to resolve issues that our bought to our attention.

Feedback will reviewed and comments will help us prepare and when necessary, redesign or change the provision or service.

2 Compliments and Comments

We would like to know what you think we do well, so we continue to do so. Positive feedback will help us to carry on doing what you think we are doing well.

Feedback can be given to any member of staff.

3 Complaints

We are committed to a quality service. If we make a mistake, we would like to know about it so that we can put things right.

Please help us to resolve issues and disagreements informally without reference to a member of Senior Management. If this is not possible, please use the formal complaints procedure described below.

All staff have a responsibility to listen and respond to constructive criticism. All complainants will be treated fairly and equally.

It is important that both the complainant and the centre remain professional throughout.

Moor Training has a duty of care to its learners and staff and if the behaviour of a complainant is insulting or aggressive during a telephone conversation or a meeting, the centre reserves the right to terminate the complaint process.

The same applies if written correspondence received has a threatening tone or is rude.

3.1 Verbal Complaints

Where possible we try to settle verbal complaint informally. All staff have a responsibility to take action to resolve a complaint as soon as possible, wherever possible.

Staff listening to the complaints will document the information using the Verbal Complaint Form (below) and pass to the Centre Manager.

They will then try to resolve the matter together with the person who is complaining.

If a verbal complaint cannot be resolved easily the Director will support the process.

The Centre Manager will keep the details of verbal the complaint and the outcome on record.

4 How to make an informal complaint

Most difficulties can be resolved at an early stage by talking informally with the individual(s) most concerned with the issue at a local level, at the earliest opportunity. For example, if your complaint concerns assessment matters, you might wish to talk to your assessor/tutor. If your complaint is not dealt with satisfactorily the IQA or Centre Manager can be contacted.

5 How to make a formal complaint

5.1 Stage 1

You are likely to have attempted to resolve matters informally but are not satisfied with the outcome, in which case you could initiate a formal complaint. The following information will be needed to progress with this;

- details of the complaint
- an explanation of the steps you have already taken to try to resolve the complaint informally and why the responses you have received are not considered satisfactory.
- where applicable, the form of resolution or redress sought

It is important to keep a copy of any other documentation submitted, for your records.

You should expect an acknowledgement of your complaint within 5 working days and a full written response within 28 working days. If this is not possible, you will be informed in writing of the progress being made towards the consideration of your complaint.

Your complaint will be investigated by the Assessor or IQA. If your complaint is considered justified (upheld), you will be informed of the means to resolve or redress the complaint. If the complaint is not upheld, then you can expect to be given an explanation.

The outcome of the appeal may be as follows;

- Confirmation of the original decision
- A re-assessment by another assessor or independent assessor
- A judgement that adequate evidence of competence has been shown
- An opportunity to re-submit for assessment within a revised agreed timescale

If the Apprentice is still not satisfied with the decision at this stage and this procedure has been exhausted, then the Apprentice can progress to the next stage.

5.2 Stage 2

If the problem still has not been resolved to your satisfaction, or if your complaint relates to the Assessor or IQA, then you should raise to the Centre Manager. You should expect an acknowledgement of your complaint within 5 working days and a full written response within 28 working days. If this is not possible, you will be informed in writing of the progress being made towards the consideration of your complaint. If your complaint is considered justified (upheld), you will be informed of the means to resolve or redress the complaint. If the complaint is not upheld,



then you can expect to be given an explanation. Where a department or service has provided written comments in response to your complaint, a copy of those comments will normally be sent to you with the full written response.

If the complaint relates to the Centre Manager, please contact the awarding body, City and Guilds or Logic Certification.

6 Monitoring

Without breaching confidentiality, all formal complaints and their associated responses and outcomes will be monitored by the Centre Manager, Director or the Company Owner.

7 Time Limits

Moor Training is unlikely to consider a complaint from a former student who has not been registered for the relevant programme of study or research for a period of three months or more at the time of making their complaint.

8.1 Verbal Complaint Form

Verbal Complaint Form

To be completed by member of staff receiving the complaint

Name of complainant:

Address:

Telephone number:

Details of complaint:

Signature:

Name:

Name of staff receiving complaint:

Action taken to address complaint:

Was the complainant satisfied: Yes / No

Signature of staff dealing with complaint:

Date:

Name:

Send form to Centre Manager.

8.2 Written Complaint Form

Written Complaint Form

To be completed if you have a complaint you wish to advise in writing

Name of complainant:

Address:

Telephone number:

Have you already tried to resolve this complaint verbally? Yes / No

By completing this form you are making a written complaint, which will be investigated and logged by Moor Training.

Nature of complaint:

You should include details of date(s), time, place and people involved and highlight exactly why you are making a complaint.

Desired outcome:

What would you like to happen as a result of your complaint?

Signature:

Date:

Please send completed form to

Centre Manager, Moor Training, Barowe House, Beardown Road, Okehampton, EX20 1UA

Alternatively email to info@moortraining.co.uk