**COMPLAINTS PROCEDURE**

Delivering a high quality service to all our clients is a key priority.

This procedure has been introduced to ensure that all concerns / complaints regarding matters not directly involving assessment decisions are addressed.

**How To Raise A Concern**

## You do not need to have a firm complaint before raising a concern. It would Concerns either

If you have a concern/complaint about another learner, we hope you will feel able to raise it first with a Trainer/Assessor for the award.

**Step 1**

If you have a concern/complaint about training/assessment staff, we hope you will feel able to raise it first with the training/assessment staff in order to resolve the matter.

**Step 2**

If you feel unable to raise the matter of concern with the Tutor/Assessor, for whatever reason, or if you think the concern has not been properly addressed at Step 1, please raise the matter with the Classroom Provision Manager.

**Step 3**

If you feel unable to raise the matter of concern about staff with the Classroom Provision Manager for whatever reason, or if you think the concern has not been properly addressed at Step 2, please raise the matter with the Head of Skills and Learning.

In exceptional circumstances where the matter is so serious that you cannot discuss it with any of the above, please contact the Director of Operations.

Please state if you want to raise the matter in confidence so that appropriate arrangements can be made.

**How We Will Handle The Matter**

Learner/staff against whom the concern/complaint has been raised will be informed of the allegations.

The Centre may be required to carry out an internal inquiry or a more formal investigation. Notes will be taken of all interviews and meetings in connection with an investigation. These notes will normally be made available to the learner/employee if any disciplinary proceedings will be followed, which will be carried out in line with the company disciplinary procedures.

The Classroom Provision Manager will be responsible for communicating all incidents, outcomes and actions resulting from a complaint either by a learner or Centre staff. As required, the Classroom Provision Manager will produce a full report and ensure appropriate action is taken.

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| Learner Signature | Date: |
| Tutor/Assessor Signature | Date: |