



# **Complaints Policy (Version 8)**

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<b>Original document Author(s)</b>	<b>James Trowman</b>
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<b>Review Author(s)</b>	<b>Laura Cahill</b>

## **Complaints matter to Aspire Training Solutions Ltd (Aspire)**

Complaints matter for everyone using our services, who deserve an explanation when things go wrong and want to know that steps have been taken to make it less likely to happen to anyone else. They matter because every concern or complaint is an opportunity to improve. Complaints may signal a problem and we need to know as a business how to improve at all times and at all opportunities.

Complaints matter because they tell us about the quality of our delivery. They tell us about how responsive a member of staff is, how safe, effective, caring and well-planned they are.

Aspire place feedback from people who use our services at the heart of our work, because every concern is an opportunity for us to improve the quality of our provision. We also want to hear about positive experiences so we can highlight good and outstanding services.

We take complaints seriously – and we expect our staff to do so too. All learner/apprentice induction describes complaints handling. Poor practice will be found and acted on. Good practice will be shared.

We work to make it easier to give us good quality feedback, and work with our staff/associates to improve learners experience.

This policy applies to all projects/work undertaken by Aspire Ltd. We want to provide good-quality services for everyone, but things go wrong. If they do, we need to know about them so that we can put them right and learn from them. This will help us to improve our performance.

### **How will we do that?**

We will make it easy for learners/apprentices to make a complaint by doing the following.

Giving you the chance to make a complaint by any of the following means:

Complaints can be made;

- Verbally over the phone using the contact details below;
- In writing to the email address, postal address or fax number below; or
- Verbally in person at the address below (opening hours: 9am – 5pm).

Name: James Trowman  
Job title: Company Director

Address: Unit 6, Holly Park Industrial Estate, Spitfire Road, Birmingham, B24 9PB

Phone number: 01216631979  
Email address: james.trowman@aspire-sports.co.uk

### **What is a complaint?**

Anyone who feels that they have had a poor service from us, or from someone providing the service for us, and have tried to get the problem solved by speaking to someone in the relevant department. This will affect you and will need a particular response from us.

### **Confidentiality**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Aspire 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.

### **Response from us**

We will acknowledge your complaint within two working days of receiving it. We will tell you the name of the person who is dealing with your complaint. You will receive a full response within five working days. If this is not possible, we will send you a letter explaining why there is a delay and saying when you will receive a full response.

### **Solutions**

If your complaint is accepted, the person involved will try to solve the problem by doing the following.

- Apologising to you and explaining what went wrong
- Providing the service, you are entitled to receive
- Changing procedures so that the mistake is not repeated
- Asking you to detail any recommendations of areas where we can improve our performance concerning the information, advice and guidance given

### **Equality & Diversity**

Learners/Apprentices have the right to express dissatisfaction with the services they receive from Aspire. Learners/Apprentices using this policy can expect to be treated fairly and without discrimination.

As part of the Prevent strategy we promote the Fundamental British Values to reflect life in modern Britain. These values are Democracy, Rule of Law, Respect and Tolerance, Individual Liberty.

Fundamental British Values underpin what it is to be a citizen in a modern and diverse Great Britain valuing our community and celebrating diversity of the UK.

Fundamental British Values are not exclusive to being British and are shared by other democratic countries as a way of creating an orderly society, where individual members can feel safe, valued and can contribute for the good of themselves and others.

These will mirror our principles and values and all the work areas that we support. These will occur throughout ours programmes and will be promoted by all staff.

### **Appeals Process**

Aspire aims to provide a high-quality service to all our learners/apprentices. However occasionally, individuals may be unhappy about some aspect of their training or assessment which may give rise to concern.

Each learner/apprentice has the right to appeal against an assessment decision if he/she feels that a decision is unfair.

This process is designed to ensure concerns are dealt with effectively and in the shortest possible time.

### **How Do I Appeal?**

- If you feel that you have been wrongly or unfairly treated, you should, in the first instance, speak to the trainer concerned to try and resolve the problem informally within 2 weeks of the assessment/feedback taking place.
- If the issue remains unresolved then the learner should submit a formal letter of appeal to an Internal Quality Assuror (within two weeks of feedback provided), with the details of the qualifications and any supporting evidence.
- If the appeal remains unresolved as a result of the internal Quality Assuror's review of the evidence provided, the appeal will then be referred to the Learning and Development Manager.
- A panel made up of Directors in consultation with the internal quality assuror and tutor will meet to judge the evidence within 30 days of escalation.
- Within seven days of receipt of the decision made by the above the Learning and Development Manager will advise the candidate of the decision in writing.
- Should the candidate remain unhappy with the decision then the candidate has the right to appeal to the relevant awarding body/EPA, within 7 days.
- The awarding body/EPA decision is final.

### **Quality Assurance**

- The Learning and Development Manager will monitor the appeals procedure, in order to ensure that quality standards and the effectiveness of the procedure are maintained.
- The Learning and Development Manager will ensure that records on any matters related to the Appeals Procedure are maintained. These records will be held securely and remain confidential to the parties involved.

### **Further Points to Raise**

- If at any stage of the appeal you require any guidance, support or further assistance you should speak to a member of the senior leadership team. Alternatively, you could speak to your line manager or mentor (if appropriate). Any help you seek will be in the strictest confidence.
- It is important that if you make the decision to appeal you appreciate that no one will proceed further without your agreement. If you feel your concern has been resolved, you can withdraw at any stage.
- Any candidate who thinks that there are circumstances outside the course. Such as health or personal problems, which could adversely affect their performance in any form of assessment should bring these to the attention of the tutor as soon as possible before the relevant assessment.

- Any candidate who believes that the assessment is taking place in conditions, which could significantly adversely affect their performance, should bring these to the attention of the tutor at the time of the assessment.

#### CUSTOMER COMPLAINTS FORM

<b>Name:</b>	
<b>Email:</b>	
<b>Company Name: (if applicable)</b>	
<b>Address:</b>	
<b>Telephone Number:</b>	
<b>Which service is your complaint about?</b>	
<b>Type of complaint:</b>	
<b>How do you think we should respond to your complaint? (please use this section to tell us what you think we should do about your complaint)</b>	
<b>Please detail any recommendations of areas where we can improve our performance concerning the information, advice and guidance given</b>	

#### FOR OFFICE USE ONLY

<b>Date complaint received:</b>	
<b>Complaint to be dealt with by:</b>	
<b>Date complaint resolved:</b>	

