



COMPLAINTS (including Feedback & Compliments) POLICY

The Company is committed to ensure that all complaints received however they are reported are investigated fairly, confidently and in a timely manner to assure fairness throughout, the Company has implemented this policy.

Feedback and Compliments are also welcomed by the Company.

The policy will be included in all inductions conducted with all clients/learners.

Complaints can be made in any of the following ways:

- *Verbally (face to face) while in the centre or at the client's venue.*
- *Telephone*
- *E-mail (feedback@utstraining.co.uk)*
- *In writing*

The Company discourages clients/learners from making complaints via social media platforms and requests the Company is given adequate opportunity to investigate and put things right for the person or organisation who has made the complaint.

Feedback and compliments can be made in any of the following ways:

- *Verbally (face to face) while in the centre or at the client's venue.*
- *Telephone*
- *E-mail (feedback@utstraining.co.uk)*
- *In writing*
- *Google Reviews*
- *Course Check*

If a client/learner wishes to make a complaint, the following steps should be observed:

- *The learner should raise their complaint through one of the approved methods of communication. This should ideally be done as soon as possible after identifying the problem.*
- *The responsible person will acknowledge the complaint within 2 working days of it being received.*
- *The responsible person will conduct a review of the complaint to ascertain the seriousness of it and then ensure there is no-conflicting reason which will prevent them from being impartial when considering appropriate action to be taken.*
- *All complaints will receive a response in writing, within 5 working days of the responsible person receiving it.*

Form Ref:	025 UTS Complaints Policy	Version No.	8.0	Page 1
Date:	11/12/2019	This document is uncontrolled when printed		

- *The complainant also has the right to raise any complaints to the appropriate Awarding Organisation or Accrediting body and or the regulators such as Ofqual, SQA Accreditation, Qualification Wales, CCEA or complaint to the Scottish Public Services Ombudsman for Scottish provision if they felt that SQA Accreditation had not dealt with their complaint adequately.*

Complaints procedure and contact details for a regulator or a regulated Awarding Organisation can be obtained from the following regulators website.

- SQA Accreditation <http://accreditation.sqa.org.uk/accreditation/home>
 - Ofqual <https://www.gov.uk/government/organisations/ofqual>
 - Qualification Wales <http://qualificationswales.org/splash?orig=/>
 - CCEA <http://www.ccea.org.uk>
- *Where a complaint is upheld then Up To Speed Training & Assessment Ltd will ensure a review of their own systems and procedures is undertaken and the necessary remedial action implemented to prevent re-occurrences and the wider implications of it impacting on other learners to ensure they are not disadvantaged.*
 - *All complaints, feedback and compliments will be recorded in accordance with the Company's approved process and monitored to identify trends and tracked to identify opportunities to learn and improve the services provided to our customers, the findings will be communicated throughout the business either immediately by email or at the appropriate departmental meeting.*

Form Ref:	025 UTS Complaints Policy	Version No.	8.0	Page 2
Date:	11/12/2019	This document is uncontrolled when printed		