

Appeals and Complaints Procedure

This document outlines the process that should be followed by delegates, instructors, assessors, staff, or employers who are involved with training and/or qualifications offered by Aspects Total Training Ltd

We will take any concern or complaint made against the company or any member of staff seriously and will investigate it promptly, for resolution as quickly as possible. We will ensure that complaints are dealt with consistently, fairly, and sensitively within clear time frames. We will listen carefully to complaints and treat complaints as confidential, where possible. Investigate the complaint fully, objectively and within the stated time frame. Notify the complainant of the results of the investigation and any right of appeal.

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel 'Aspects Total Training Ltd' has:

- Failed to provide a service or an acceptable standard of service
- Administrative issues e.g. failure to register/apply for certification
- Failed to act in a proper way
- Provided unfair or unsatisfactory service

There are three stages to the complaint's procedure:

- Stage One - Informal
- Stage Two - Formal
- Stage Three - Appeal

Stage One

Aspects Total Training Ltd encourages delegates, staff, and employers to aim to resolve any issues or concerns through open and informal procedures in the first instance by speaking to one of the Training Managers. Any person with a complaint or concern is invited to discuss the matter first with an appropriate member of staff. In the case of delegates this could be their instructor or assessor. They will respond with advice and guidance as how to proceed from this point to resolve the issue raised. In the case of

staff, this should always be their Line Manager. If the complaint is about their Line Manager, then another member of the Management Team.

Stage Two (Formal)

If the person is not satisfied with the informal route, then they can submit a formal complaint. This can be submitted via one of the below methods:

Telephone: 02476 880931 asking to speak to a Centre Manager

Email: enquiries@aspectstraining.co.uk

Letter:

The Centre Manager
Aspects Total Training Ltd,
Unit 2a Coventry Road,
Exhall,
Coventry
CV7 9FU.

Nature of complaint

This should outline:

- Factual summary of what happened. This should clearly state why it was significant, inappropriate, or unacceptable to the complainant.
- Who does your complaint concern (name of individual, their role e.g. Aspects Total Training staff member, staff member etc).
- If the complaint involves multiple/recurring issues then examples, with specific details, should be provided.
- An acceptable resolution for the complaint

If it involves a course

Provide the following details:

- Course Dates:
- Course type:
- Receipt of the complaint will be acknowledged within writing within 10 working days from when the formal complaint is received.
- A member of the Management team will deal with the complaint and a full investigation will be carried out. This may include further discussions, clarifications, or meeting with the complainant.

- We will reply within 15 working days with a full response outlining the outcomes of the investigation in writing. If it is not possible to respond within this time, for example because a detailed enquiry is still taking place, or staff absence etc - we will issue an interim response, explaining what is being done to deal with the complaint and when a full reply can be expected.
- Notify you within 10 working days whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, any conclusions that were reached and any action taken because of the complaint.

Stage 3

If the complainant is not satisfied with the outcome, they are entitled to appeal the decision in writing to an appointed person who is not involved in the complaint or investigation within 10 working days from the date the outcome letter was received. The appointed person should be from the Awarding body and have had no substantial involvement in the dealing of the complaint.

All complaints will be monitored and where possible used to improve and develop the services provided by Aspects Total Training.

Signed: *Michelle McFall*

Aspects Total Training Ltd

To be reviewed: Annually