

# Complaints Policy and Procedure

## **POLICY STATEMENT**

ACCESS Learning is committed to providing the best possible service for all of its learners and clients. We do however acknowledge that learners can at times feel dissatisfied and are entitled to have their concerns listened to and addressed. In such cases we endeavour to respond quickly and effectively.

Our complaints policy and procedure is designed to make this process as easy as possible. We use all complaints as an opportunity to learn and improve our courses and services and welcome all feedback received from learners and clients.

## **DEFINITION OF A COMPLAINT**

A 'complaint' is an expression of dissatisfaction, whether justified or not, about any aspect of ACCESS Learning including the standard or delivery of service, and/ or the actions or lack of action, by ACCESS Learning tutors and staff which affects learners, clients or other interested parties.

A complaint is not a query about a service or request for information; these can be submitted directly to [info@consultaccess.co.uk](mailto:info@consultaccess.co.uk).

## **HOW TO MAKE A COMPLAINT**

A complaint can be made by any individual or organisation that has a legitimate interest in ACCESS Learning. This may include learners, clients or other interested parties.

Complaints can be made verbally or in writing, either in person or via telephone or email. Written complaints should be sent via email to [complaints@consultaccess.co.uk](mailto:complaints@consultaccess.co.uk). Verbal complaints may be made by phone to +44 07883089508 or in person to any of ACCESS Learning's staff.

All complaints will be recorded and must include:

- Complainants name and contact details
- Details and facts of the complaint
- The relationship of the complainant to ACCESS Learning (e.g., learner, client, third party).

## **CONFIDENTIALITY**

All complaint information will be handled sensitively, involving only those who need to know and following all relevant data protection requirements.

## **RESOLVING COMPLAINTS**

### *Stage one – informal*

In most cases we hope to resolve any complaints at an early stage reaching a mutually agreed early resolution. At this stage the complaint is best resolved by the person responsible for the issues being raised. We recommend all learners raise complaints initially with course tutors. All complaints, whether resolved informally or not, will be recorded and passed on to the Director of ACCESS Learning.

Complaints should be acknowledged by the person handling the complaint within five working days and a written response provided to the complainant within ten working days. The response will describe the action taken to investigate the complaint, the conclusions reached and any action taken as a result of the complaint.

*Stage two – formal*

If the complainant feels that the issue has not been satisfactorily resolved at stage one, they can request the complaint is moved to Stage Two – formal. This means the complaint will be reviewed by the Director and another member of the Board of Directors.

A member of the Board will be given responsibility for conducting an investigation and formally responding to the complainant. Acknowledgement of receipt of the formal complaint will be made within five working days and a formal response sent to the complainant within one month. The response will include an outline of the action taken to investigate the complaint, its conclusions, whether the complaint has been upheld or not, and any action taken as a result of the complaint. The decision taken at this stage is final.

**REVIEW**

This policy is reviewed regularly and updated as required.

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| ACCESS Learning                   |                              |
| Complainants Policy and Procedure | Review date:<br>January 2024 |