

Complaints Procedure

Aug 2019 v4

Making a complaint

Should an employer or learner resolve an issue and wish to complain about the services provided by SCCU Ltd, they are advised to follow the procedure stated below.

It is ultimately the responsibility of the Quality & Curriculum Manager and Operations Director to ensure that this procedure is published and accessible to all personnel, learners and any relevant third parties.

What is the procedure for complaints?

Stage 1

An informal complaint can be made to the learner's tutor or employer's account manager. This can be done by calling the office on 02476 936969 (lines are open from 9:00 am to 5:00 pm Monday to Friday, excluding bank holidays), where we will try to resolve the issue if we can. If you prefer to put your complaint in writing, in the first place, write to the person who handled your query: that's usually the quickest way to resolve a problem. If you're still not satisfied, ask for your complaint to be escalated to their line manager.

We will need

- a completed complaints form detailing what your complaint is about
- copies of any correspondence related to the complaint
- your email address or postal address (so we can reply)

We will inform you that we have received your complaint within 48 hours. If we can't reply to you within this time, we will let you know and tell you when you can expect a reply.

What happens next?

The Quality & Curriculum Manager will investigate your complaint [looking at whether your questions were answered, whether you suffered any injustice and what remedy would be fair and proportionate in the circumstances]. They will inform you of the outcome of our investigations and respond within 10 working days. It is likely that the Quality and Curriculum Manager will contact you during the investigation for further information.

Stage 2

What to do if you are not satisfied

If you are dissatisfied with the way the complaint was handled at Stage 1, and/or wish to pursue your complaint, you may escalate the complaint to the Quality and Curriculum Manager within 10 working days of receiving the outcome from Stage 1.

If the complaint was dealt with by the Quality and Curriculum Manager at Stage 1, then you should submit a formal complaint to the Operations Director.

The Quality and Curriculum Manager or Operations Director may delegate the task of collating information concerning the complaint to another staff member, but not the decision, nor the action to be taken. The Quality and Curriculum Manager or Operations Director will meet with the complainant, hear the complaint, investigate and make every effort to resolve the issue. Subsequent to this meeting, the Quality and Curriculum Manager or Operations Director will write to the complainant summarising the outcome reached and the process for appeal.

The complainants will be informed of the outcome of the investigation within 10 working days of the meeting with the Quality and Curriculum Manager or Operations Director.

Stage 3

What to do if you are not satisfied

The complainant needs to write to the Quality and Curriculum Manager or Operations Director within 10 working days of the date of the letter notifying them of the outcome of Stage 2, notifying that they wish their complaint to be heard by the Complaints Appeal Panel. The Chair will convene a Complaints Appeal Panel consisting of at least two members of the board who are independent from the management and operation of SCCU. All panel members will have no previous knowledge of the complaint.

The appeal panel hearing is the last SCCU-based stage of the complaints process. The panel will meet with the complainant, hear the complaint, investigate and make every effort to resolve the issue having met with the Quality and Curriculum Manager or Operations Director.

The remit of the Complaints Appeal Panel is to:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the provider's systems or procedures to ensure that problems of a similar nature do not recur.

Should the complainant wish to be accompanied at the panel hearing this will be allowed.

The panel will meet within 20 working days of receipt of the complaint. If no dates within this timescale are convenient to the complainant, the panel may meet outside this period.

The complainant will be notified in writing of the panel's decision, usually within 5 working days.

A copy of its findings and recommendations will be sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about and will be available for inspection on SCCU by the Quality and Curriculum Manager or Operations Director.

The letter will confirm the end of the SCCU's involvement with the complaint.

The qualification awarding bodies such as NCFE, City & Guilds and First 4 Sport might be able to assist you in the complaints procedure but it will be your duty to contact them and SCCU will have no involvement in this process.

All candidates have the right to complain to awarding bodies about assessment-related matters but not assessment judgements once they have exhausted their centre's complaints procedure. Candidates on regulated qualifications can complain to Ofqual once they have exhausted the centre and awarding body procedures.

Taking Action on Complaints

Complaints and grievances raised will be collected, monitored and analysed by the management team. This will feed into the organisation's improvement plans as we are committed to high quality and learner satisfaction.

In addition, you can also inform the ESFA of your issues. Their complaint procedures can be found at the following web address:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

SCCU Contacts	
<p>Mr James Pease Operations Director Email: jpease@sccu.uk.com</p>	<p>Mr Ben Butler Quality & Curriculum Manager Email: bbutler@sccu.uk.com</p>
<p>VII Orchard Court, Harry Weston Road, Binley, Coventry, CV3 2TQ Tel: 02467 936969</p>	

Learner Complaint Form

Name:	
Address:	
Email address:	
Contact number:	
Date complaint submitted:	
Date on course/assessment: (If applicable)	
Event Authorisation Number (EAN): (If applicable)	

Describe the nature of your complaint as fully as possible:

Please attach an additional sheet if necessary.

Signature of complainant:		Date:	
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Please return this form to:

VII Orchard Court, Harry Weston Road, Binley, Coventry, CV3 2TQ or by email to Ben Butler at bbutler@sccu.uk.com