

Complaints Policy and Procedure

Policy Statement

Quest Training, is committed to giving our customers the best possible service across all areas of our business offer.

This includes, offering good information, advice and guidance, initial assessment, sign-up, induction, embedded curriculum delivery model, teaching, learning and assessment, reviewing progress, gathering feedback across the whole of the apprentice/learner journey, Gateway readiness and progression. Underpinning all of these areas, sit our Safeguarding, PREVENT, British Values, Equality, Diversity and Inclusion, Health, Safety and Wellbeing.

We recognise that sometimes things may go wrong and welcome customer feedback so that we can rectify any complaints, and bring them to a successful conclusion, and improve the service we provide.

What is a complaint?

A complaint is when you inform us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver a service on time
- When we give you wrong information
- When you receive a poor quality service
- When you have a issue with a member of staff

We ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously and with the utmost professionalism
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service
- When a complaint is received, it is dealt with efficiently, with the aim of resolving the issue as quickly as possible, to the satisfaction of the customer.

We record and deal with all complaints and review them as part of our quality assurance, to consider if we need to make any changes to improve our services or prevent a re-occurrence. If Quest identifies re-occurring issues against a member of staff, this will be dealt with as part of the performance management process.

If for any reason you are unhappy with our response to your complaint you can escalate your complaint to the Quality and Compliance Manager, who will escalate to the Board of Directors.

Complaints Procedure

Stage 1

Complaints can be raised with any Quest Training staff member, who you feel comfortable talking to, or in writing to: -

Quality Compliance Manager
Quest Training
Rabbits Farm
Rabbits Road
South Darenth
Kent DA4 9JZ

Email: della@questfortraining.com

Tel: 01474 704441

If we receive a complaint, we will try to resolve it immediately if we can, and notify you of the outcome.

If we are unable to resolve the complaint immediately, we will:

- Acknowledge your complaint
- Provide details of who will be dealing with the complaint
- Conduct a full investigation
- Keep you updated and state when we hope to complete our investigations
- Send a final response within 7 working days or a reason for any delay in responding to you.
- Review your complaint to ensure that you are still satisfied with the outcome and that the issue has not reoccurred

If you are unsatisfied with the outcome, you can escalate the complaint by moving to stage 2 of the complaints process.

Stage 2

As part of our internal process, if you are not satisfied with the outcome of your complaint, you will be able to escalate your complaint to The Board of Directors and ask for the original decision to be reviewed. Contact details for the company Directors will be provided on request.

The Board of Directors will attempt to resolve the complaint to your satisfaction. A formal response and full explanation will be given in writing, as will the name of the person to whom they can appeal if still aggrieved, within seven working days.

The Governance Board are also available to help resolve the complaint to your satisfaction.

Stage 3

In the event that the internal complaints procedure has been exhausted, you will be given the details of the relevant external body to escalate your complaint to. This may be the relevant awarding organisation if your complaint relates to a qualification, or the End-Point assessment organisation if the complaint relates to End-Point assessment. Alternatively, the Education & Skills Funding Agency have their own complaints procedures, which review the processes the Company has gone through when dealing with your complaint. Contact details are as follows:

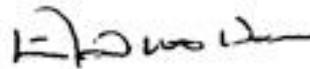
<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

This Policy, and other related Policies are available on our website – www.questfortraining.com

This Policy will be reviewed as part of our Quality Assurance Cycle.

I confirm that this Policy is authorised and approved by Elaine Wain – Managing Director.

Date: 8th November 2021



Date of next review: November 2022