**Clear Quality Limited**

**Complaints Policy**

**PURPOSE STATEMENT**

Clear Quality Limited takes all complaints seriously and will act appropriately whenever a complaint is made. Clear Quality Limited aims to provide all employers and learners with an excellent learning experience that enables them to achieve their personal and business goals. We recognise that sometimes things go wrong and, when they do, we welcome the opportunity to put them right as soon as possible.

**RESPONSIBILITY**

Bethan Rhodes, our Training and Certification Director, is responsible for maintaining our Complaints Policy. This policy is reviewed a minimum of annually by our CEO or Training and Certification Director.

**WHAT IS A COMPLAINT?**

A complaint is an expression of dissatisfaction concerning Clear Quality Limited product or service. Clear Quality Limited take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention. It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer.

**HOW TO RAISE A COMPLAINT**

If you are dissatisfied with the service you have received, bring this to our attention as soon as possible by speaking to your consultant, auditor, or course tutor in the first instance. Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the tutor, then please contact the CEO via one of the following options:

* Call: 01709 918501
* Email: Debbie.whitehead@clearquality.co.uk
* Write to: Debbie Whitehead, Clear Quality, 16B Manvers House, Pioneer Close, Wath-upon- Dearne, Rotherham, S63 7JZ

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

1. A full description of your complaint (including the subject matter and dates and times if known).
2. Any names of the people you have dealt with so far; and
3. Copies of any evidence you might have to do with the complaint.

**HOW LONG DOES IT TAKE FOR A COMPLAINT TO BE RESOLVED?**

We ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. Our Administration Manager will investigate your complaint and respond to you within 21 days.

**APPEALING THE OUTCOME OF A COMPLAINT**

A complainant may appeal the outcome of a complaint by submitting a formal written letter outlining the reasons for appeal. One of Clear Quality’s Committee will be nominated to take responsibility for the complaint and will acknowledge the complainants appeal within 3 working days. A full review of the complaint, investigation, and outcome will be undertaken. If fault is found, it will be necessary to consider whether it caused injustice to the complainant, and if so, what the injustice was. Where a complaint is found to be justified, the committee will decide on the appropriate recompense. Once this stage is completed, the decision is final.

If the complainant is still not happy with the outcome of the appeal, they can appeal to the relevant regulatory body, such as Ofqual: <https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

Or with the ESFA:

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

**CONFIDENTIALITY AND SAFEGUARDING**

Clear Quality Limited fosters a culture that makes learners and employers confident to voice any complaints and are assured we will provide fast and effective resolution to any issues raised. We store complaints electronically on our secure systems and hold and process this information in compliance with the General Data Protection Regulation (GDPR) and Data Protection Act 2018. We produce regular internal reports to see how well we are dealing with complaints and meeting the needs of our stakeholders. We remove all confidential information from these reports to protect the identity of those involved.

**Document Control**

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| Document Title | Document Owner | Signature | Version | Review Date |
| Clear Quality Limited General Policy and Procedures | Bethan Rhodes | A black and white logo  Description automatically generated with low confidence | Oct21 v.1 | Due Oct 22 |
| Clear Quality Limited General Policy and Procedures | Bethan Rhodes | A black and white logo  Description automatically generated with low confidence | Jan22 v.2 | Due Jan 23 |
| Complaints Policy | Bethan Rhodes | A black and white logo  Description automatically generated with low confidence | May22 v.3 | Due May 23 |
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This document should be a reviewed a minimum of annually by the CEO or the Training & Certification Director.