



## **Complaints Policy & Procedure**

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### **Scope**

We are committed to investigating all complaints promptly, in order to determine their validity, cause, effect and the opportunity for future prevention.

Our Company values all feedback, including complaints in order to evaluate our Company's performance in order to make quality improvements.

Our Company's complaints procedure is designed to differentiate between issues, which are capable of being dealt with on an informal basis, and more serious complaints, which will require more in-depth analysis and will need to be dealt with in accordance with our formal complaints process. The procedure is not in place for the purpose of challenging assessment decisions, in this instance the appeals procedures should be followed.

We will endeavour to resolve your complaint thoroughly and we aim to resolve all issues raised within a period of 28 working days wherever possible.

### **Stage 1 - The Informal Complaints Process**

#### **Informal Complaints - Initial Contact**

In the event that you wish to raise a complaint in the first instance please contact :-

1. Alana Shakespeare, Centre Coordinator & Head of Learning and Development  
[ashakespeare@convey365.com](mailto:ashakespeare@convey365.com) . Tel 07402035411.

Contact can be made in writing, email or by telephone in the first instance.

#### **Procedure and Acknowledgement**

Upon receipt of your communication, the following procedure will be adhered to :-

- Your complaint will be logged in our Complaints Register within 1 working day of receipt.
- Your complaint will be acknowledged within 24 hours of receipt by telephone, in order to obtain details of the issues that need to be addressed and in order to ascertain what action needs to be taken in order to alleviate the issues of concern.
- When necessary, a full written response in relation to the issues raised will be provided, within 3 working days (and in any event no later than 7 working days) following communication of your dissatisfaction. Where possible the written response will detail an appropriate course of action in order to alleviate the issues raised and provide a clear plan.

### **Stage 2 - The Formal Complaints Process**

#### **Formal Complaint - Stage A**

In the event that the action outlined in our Informal Complaints process has been exhausted and the issues raised have not been resolved, the following procedure will be adopted:-

1. Your complaint should be sent to Mr. Lloyd Davies CEO in writing at [ldavies@convey365.com](mailto:ldavies@convey365.com) or sent to Maxwell Chambers, 34 Stow Hill, Newport, NP20 1JE.
2. Mr. Lloyd Davies will aim, within 3 working days (and in any event no later than 7 working days) of receipt of your written complaint to record your complaint in our Complaint Register (if we have not already done so); allocate you a Complaint Reference Number and open a separate file for your complaint. The acknowledgment letter will confirm the contact details of the person dealing with the complaint, your complaint reference number and if necessary further information in relation to the complaint will be sought. A copy of our Internal Complaints Procedure will also accompany the acknowledgement letter.

3. Within 7 working days of receipt of your written complaint and the implementation of our Formal Complaints Procedure, Mr. Davies will aim to report back to you in writing of the outcome of the investigation of the complaint and providing, wherever possible, suggestions for resolving the matter. Where a full response cannot be given in this timeframe, Mr. Davies will acknowledge receipt of the complaint, provide you with the reasons for any such delay and commit to respond fully within 28 days. The report will include the following information:-
- a clear explanation of the assessment of the complaint;
  - our decision on it,
  - an offer of remedial action and/or redress where a complaint is upheld;
- You will also be given the opportunity to discuss the complaint with Mr. Davies in person or over the telephone.

### **Appeals Procedure**

In the event that you are not satisfied, with the outcome of the formal complaints procedure, you have a right to appeal to Lloyd Davies as Head of Centre [ldavies@convey365.com](mailto:ldavies@convey365.com). The following procedure is available:-

- Notification must be in writing and received within one month of receiving a written response to your formal complaint.
- You will be given the opportunity to meet and discuss the report.
- Mr Davies will review your complaint, the response which you have been provided in relation to Stage 2 – Formal Complaints procedure, within 7 working days of receipt.
- Mr Davies will provide a formal written report within 14 working days of receipt of your written complaint. Where a full response cannot be given in this timeframe, Mr Davies will acknowledge receipt of the complaint, provide you with the reasons for any such delay and commit to respond fully within 28 days. The report will include the following information:-
  - a clear explanation of the assessment of the complaint;
  - our decision on it,
  - an offer of remedial action and/or redress where a complaint is upheld;
  - You will also be given the opportunity to discuss the complaint with Lloyd Davies in person or over the telephone

### **Formal Complaint - Stage B**

In the event that you are still not satisfied, after having exhausted our internal complaints procedure, you may escalate your complaint to the relevant organisation:

If your complaint is specifically about the

- our role as an Awarding Body for qualifications you may contact [SQA Accreditation](#) directly to ask them to consider the complaint further.
- our role as an Apprenticeship provider you may contact [Education Skills Funding Agency \(ESFA\)](#)

Both SQA Accreditation and ESFA will insist that you allow us to consider and respond to your complaint in accordance with the procedure set out above in the first instance. Please therefore follow our internal complaints procedure in the first instance. In the event that a satisfactory conclusion to your complaint cannot be reached.

### **SQA will deal with the following complaints:-**

- Assessment, including the conduct, preparation and environment for assessment

### **SQA will not deal with the following complaints:-**

- Appeals against assessment decisions (please use the appeals procedure for the company)
- Complaints in relation to the wider experience of being a candidate (e.g. support services, funding, facilities)
- Nonregulated qualifications

**Conclusion**

It is our policy at Convey365 to provide you with a service of the highest possible standard at all times. We will endeavour to resolve your complaint thoroughly and expeditiously and look to provide a pragmatic solution to the issues raised wherever possible. All complaints are recorded in our Complaints Register we analyse trends and responses on a monthly basis in order to provide a quarterly report to the Head of Centre.

**General Feedback**

Should you wish to make general feedback please email Alana Shakespeare SQA Coordinator – [ashakespeare@convey365.com](mailto:ashakespeare@convey365.com)