



Complaints Procedure

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This policy will be reviewed annually.

Purpose

The purpose of this policy is to demonstrate that we are accountable for our actions in enforcing the qualification regulations. That we do so in a fair and consistent manner, using guidelines which are unambiguous, transparent and designed to ensure that the action we take is proportionate and targeted at particular areas of concern.

EM Skills aims to provide the very best service to learners and potential learners and has developed a straight-forward complaints procedure to ensure that complaints are dealt with as efficiently and effectively as possible.

Our Complaints Procedure explains how complaints should be reported and how learners can expect complaints to be handled.

Step 1

Firstly, always try to resolve the complaint with the relevant person. If it is with a fellow learner, then ask the can give tutor for guidance.

Step 2

If the student is unable to resolve the complaint informally or the complaint is about the tutor, then a student can raise a formal complaint providing full details by any of the following channels:

By email: info@emskills.org.uk

In writing: HR Manager
EM Skills
Suite 6
Parkside Business Centre
Hoddesdon
Herts. EN11 0EP

Complaint form: Can be emailed or posted to you

Telephone: 01992 677373

When making a complaint, it is helpful if the student gives as much information as possible (including personal details) and include steps that have been taken to resolve the complaint, any discussions that have already occurred regarding the matter, attach copies of any earlier correspondence and state clearly what remedy, if any is being sought.

On receipt of a complaint, the most appropriate Manager will be assigned to investigate and will contact the student as soon as this is complete. This would normally be within 10 working days but can sometimes take longer.

The student will be contacted by their preferred method (by email, 'phone or in writing) with the results of the investigation into the complaint. At this time, they will be asked whether they are satisfied with the outcome and will have the opportunity to ask any question regarding the investigation. If the student is satisfied with the outcome the complaint will be closed.

Step 3

If the student is dissatisfied with the findings of the investigation and wishes to complain further they can raise the complaint in writing to Maureen Emmett, Director EM Skills. The complaint will be reviewed and a decision made.

Step 4

If the complaint concerns a course or process that includes an examination, the student can raise the complaint with the appropriate awarding organisation. Details of the awarding organisation can be found in the student handbook for the course.

Step 5

You may escalate a complaint to the qualifications regulator, Ofqual.

Anonymous Complaints

On occasion, there may be a need to make an anonymous complaint. Students can make a complaint by either telephone, e-mail or in writing. We may not be able to provide feedback on anonymous complaints but they will be taken seriously and investigated.

Complaints form

Full Name		Date	
Address			
Email Address			
Telephone Number		Preferred method of contact	

Please use this box to provide us with details of your complaint and any outcome that remedy you're expecting

If you have already complained informally to anybody, regarding this complain, please use this box to tell us whom you have spoken to and what has happened since you took this action.

