



Complaints Procedure

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Relevant to: Tutors Exams officer Students	
Signature	<i>M C Emmett</i>

This policy will be reviewed annually

Amended

Reference to assessment appeals removed and put into a new policy	08.08.20
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Purpose

EM Skills is committed to providing a quality service for its students and stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our students and shareholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly
- Keep matters low-key
- Enable mediation between the complainant and the individual to whom the complaint has been referred

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

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

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

By email: info@emskills.org.uk

In writing: Quality Manager
EM Skills
Suite 6
Parkside Business Centre
Hoddesdon
Herts.

Complaint form: Can be emailed or posted to you

Telephone: 01992 677373

When making a complaint, it is helpful if you can give 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 complainant as soon as this is complete. This would normally be within 10 working days but can sometimes take longer.

The complainant 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 complainant 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.

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.