

# Complaints Policy and Procedure

## Policy Statement

At Quest Training, we are 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 Policies, Procedures, Processes and practices.

We recognise that sometimes things may go wrong and welcome customer feedback so that we can rectify any shortcomings to 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 an 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.

## Concerns Procedure

### Stage 1

Concerns can be raised with any Quest Training staff member who you feel comfortable talking to. This will then be followed up by the line manager, who will review the concern and investigate accordingly.

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

If we are unable to resolve the concern, we will follow the complaints procedure.

## **Stage 2**

Follow complaints procedure.

## Complaints Procedure

### **Stage 1**

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

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

Email: [jasmit@questfortraining.com](mailto:jasmit@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 in writing
- 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, in writing/email, 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 procedure.

## **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 Managing Director and ask for the original decision to be

reviewed. Contact details for the Managing Director will be provided as part of the stage 1 process.

The Managing Director 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 you can appeal if still aggrieved, within 7 working days.

Appeals should be made, in writing/email, within 5 working days of the response from the Managing Director and will be reviewed by the Governance Committee. Contact details for the Chair of Governors will be provided as part of the stage 2 process.

### **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 whom you can escalate your complaint.

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. Guidance for the ESFA's complaints procedures can be found here:

<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](http://www.questfortraining.com)

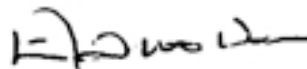
This Policy will be reviewed as part of our yearly Quality Assurance Cycle.

### **Related Policies, Procedures and Processes**

- Appeals Policy, Procedure and Process
- Equality, Diversity and Inclusion Policy
- Bullying and Harrassment Policy

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

Date: 25/07/2024



Implementation date: 1/8/24

Date of next review: July 2025