



FEEDBACK AND COMPLAINTS POLICY

Document control

Audience	Internal colleagues, External colleagues, Customers, External Quality Assurance bodies and regulators.
Application	This policy applies to all Achieve+Partners personnel and bodies that work with it.
Version	1.0
Published	1 st January 2020
Document status	Published
Responsibility	The Operations Director is responsible for the implementation of the policy and maintenance of all controlled documents.

Document change record

Changes to specific sections of the document are listed below:

Page	Section	Change
None to date		



SECTION 1: POLICY

1.1 Introduction

Achieve+Partners values all learners who undertake our end-point assessments. We are confident that our service standards, policies and procedures will lead to consistently high-quality services being provided. To drive improvements in our service we welcome all feedback from our customers and apprentices.

1.2 Purpose

This policy sets out the arrangements that an apprentice or customer need to go through to provide feedback to Achieve+Partners. The policy sets out the steps Achieve+Partners will take when responding to feedback and complaints.

1.3 Scope

This policy is relevant to apprentices, employers and training providers undertaking Achieve+Partners end-point assessments.

This policy does not cover enquiries about services offered by Achieve+Partners or appeals in relation to decisions made by Achieve+Partners. Should feedback be submitted which is in fact an enquiry or an appeal we will respond to inform the relevant party that the issue is being considered in accordance with the relevant policy. We will deal with all feedback and complaints promptly, politely and when appropriate confidentially.

This policy does not cover apprentices, employers and/or members of the public who wish to complain about the level of service provided by a training provider during the teaching and learning of the apprenticeship. Complainants should complain directly to the training provider using their own complaints policies.

1.4 Definitions

We aim to provide an excellent service to our customers and apprentices so welcome your comments, suggestions, feedback and complaints about the service you receive from us and our products or services.

A complaint is an expression of dissatisfaction from you about our products or services where it is clear that you expect us to identify the cause of the problem and to some kind of remedial action.



Some examples of situations that would constitute a complaint are listed below:

- + Incorrect invoicing
- + Lack of response to an enquiry
- + Incorrect products or services received
- + Delay in the issue of results
- + Non-compliance with our stated timeframes and procedures.

1.5 Arrangements

Confidentiality and whistle blowing

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal the complainant's identity and contact details to Achieve+Partners. If the complainant is concerned about possible adverse consequences, they must inform Achieve+Partners at the start of the process that they do not wish to have their identity divulged. Achieve+Partners is not obliged (as recommended by the regulators) to disclose information to do so would be a breach of confidentiality and/or any other legal duty.

Whilst Achieve+Partners are prepared to investigate issues which are reported anonymously, Achieve+Partners shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those to whom the complaint/allegation relates. At all times, Achieve+Partners will investigate such complaints from whistle blowers in accordance with the Achieve+Partners Whistleblowing Policy and relevant whistle blowing legislation.

Submitting feedback and complaints

Complainants should follow the feedback and complaints procedure set out in section 2 of this policy.

Timelines

Achieve+Partners will acknowledge receipt of all feedback and complaints, including when to expect a response. Every effort will be made to resolve enquiries quickly and efficiently in accordance with the timelines listed below. However, these may be subject to change where the enquiry may be complex, and/or an independent person is not available. When this occurs, Achieve+Partners will advise of the reason(s) why and the new timescale.

Acknowledgment:	Within 3 working days after receipt of application
Written outcome:	Within 10 working days from the date of the acknowledgement



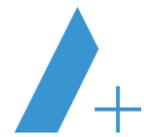
Outcome and action

If any part of the complaint is upheld, Achieve+Partners will respond to the complainant accordingly and give due consideration to how Achieve+Partners can improve its service and arrangements. This might be through reviewing procedures to mitigate the impact of the subject of the complaint on arrangements and assessment process or arranging for additional staff training. In extreme circumstances, where the performance or behaviour of staff is deemed inappropriate, internal disciplinary procedures may be exercised.

In situations where a complaint has been successful, or where an investigation following notification from the regulators indicates a failure in processes, Achieve+Partners will give due consideration to the outcome and will, as appropriate, take actions such as:

- + identifying and contacting any other learner who might have been affected by that failure;
- + correcting, or where it cannot be corrected, mitigating as far as possible the effect of the failure; or
- + implementing new procedures to ensure that the failure does not reoccur in the future.

If the complainant remains unsatisfied with the outcome after escalating your complaint you can contact the appropriate regulator and/or external quality assurance organisation providing evidence that you have instigated Achieve+Partners complaints procedure in the first instance.



SECTION 2: PROCEDURE

This section of the policy sets out the procedural steps of all feedback and complaints.

Ref	Step	Owner	CCP
1	Applicant identifies feedback or a complaint about Achieve+Partners products or services as described in section 1 of this policy.	Applicant	
2	Applicant completes the feedback and complaints form providing any supporting evidence as required.	Applicant	
3	Achieve+Partners acknowledges receipt of feedback and complaints form within 3 working days of receipt.	Operations Director	
4	Operations Director reviews the feedback or complaint to ensure that all necessary information has been provided.	Operations Director	
5	Operations Director contacts the individual submitting the feedback or complaint to request further information if required.	Operations Director	
6	Quality Director review the feedback or complaint and carries out any necessary investigations. This may involve further contact with the applicant submitting the feedback or complaint.	Quality Director	X
7	The Quality Director will agree with the Achieve+Partners Senior Management Team the appropriate response and associated actions.	Quality Director	
8	Quality Director will send Achieve+Partners response within 10 working days of the acknowledgement of receipt to the individual, this may involve a phone call to run through the detail of findings.	Quality Director	X
9	Agreed actions or improvement will be added to the Achieve+Partners Quality Improvement Plan and implemented according to its business priority.	Quality Director	
10	The Quality Director will carry out any further notifications to external quality assurance organisations, regulators, customers or apprentices as required.	Quality Director	



11 Should the applicant remain dissatisfied they can contact the regulator and/or external quality assurance organisation responsible for the apprenticeship standard. Applicant



FEEDBACK AND COMPLAINTS FORM

Please complete this form and return to info@achievepartners.co.uk

Name of individual providing feedback

Date

Employer

Type of customer Training provider

Apprentice

Customer name

Telephone number

Email address

Type of feedback Feedback

Complaint

Feedback/Complaint details

Please provide as much detail as possible about your feedback/complaint including dates and names of individuals involved. Please reference any supporting documentation you are submitting as evidence.

Actions (for complaints only)

What actions could Achieve+Partners do you feel might resolve the problem at this stage?