



Train with Premier Compliments, Comments and Complaints Policy

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| Version No | 1 |
| Operational from | 21 st January 2021 |
| Policy prepared by | Andy Heald – Head of Quality & Education |
| Policy approved by | TWP Board |
| Policy approved | 21 st January 2021 |
| Review date | 21 st January 2022 (unless prompted by legislation etc) |

Compliments, Comments and Complaints Policy

Section 01: Policy Scope

Train With Premier is a reputable education provider offering professional development programmes and regulated qualifications in active leisure, learning and wellbeing. Train With Premier is recognised as a centre for the delivery of vocational qualifications in accordance with a legally established third party agreement with a number of regulated awarding organisations. The awarding organisations that we are affiliated with are regulated in England by the Office of Qualifications and Examinations Regulation (Ofqual).

Train With Premier have established this policy to enable learners or any relevant third parties to make a compliment or a complaint associated with our programmes or any regulated qualifications. Those who are making a compliment, comment or complaint on behalf of a learner must have evidencable permission from the learner to do so unless the learner is under 18 years whereby the parent or guardian responses are routinely accepted.

| Compliments defined | Comments defined | Complaints defined |
|---|---|---|
| A compliment is defined as an expression of praise or admiration for our work in the management of our organisation and in the delivery of programmes and qualifications. | A comment is defined as any feedback which may be of value to support our quest for continuous improvement. | A complaint is defined as any concern which evidences with staff mid-conduct, failures to adhere to published policy and procedures including ability to meet service timescales. |

The nominated Integrity Officer maintains oversight for this policy, manages the processes and all associated records and any escalations.

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| Integrity Officer name | Mekila Kelly |
| Integrity Officer email | mkelly@trainwithpremier.com |

Section 2: Policy Statement

Service commitment

Train With Premier endeavour to provide an exceptional service. In support of this we pay due regard to all compliments, comments and complaints taking action to ensure continuous improvement.

In support of our commitment to outstanding practices learners and any relevant third parties are encouraged to raise any concerns immediately. This will enable us to resolve matters without delay and consider the changes to our ways of working.

Learners or any relevant third party should notify the appropriate awarding organisation or authority immediately, if they suspect that maladministration or malpractice has occurred. They can also make the complaint directly to the relevant of awarding organisation or authority in exceptional circumstances where they feel there was a significant breach by the centre of their procedures or published requirements.

Any intelligence in the handling of a complaint that indicates inappropriate behaviours associated with safeguarding, equality, processing of personal data, legislation, regulation or any matter that gives rise to a potential adverse effect as defined by the qualifications regulators should be escalated to the relevant awarding organisation or authority immediately. As the education provider we take responsibility for reporting these matters promptly upon receipt of any intelligence that suggests this is the case.

As an education provider of regulated qualifications, we comply with the requirements of any current complaints or appeals policies and rules published by the awarding organisations and the regulators. Where any relevant party notify us of failures discovered in the assessment process in a qualification, we will review whether a similar failure could affect our own assessments. In doing so, we will consider whether any remedial action is necessary in relation to assessments that have been undertaken, as well as considering appropriate amendments to those processes for the future.

This policy is not to be used to address appeals against assessment outcomes or any other procedural decision which are covered within the Appeals Policy. Upon receipt of a complaint which is in fact an appeal, we will confirm that this is being handled in accordance with the Appeals Policy.

Section 3: Procedures

| Compliments procedure | Comments procedures |
|--|---|
| <p>Compliments should be made in writing through our service inbox. We will acknowledge the compliment within ten working days.</p> <p>Upon receipt of the compliment we may request further information which can be used in a published testimonial. This is not mandatory, and we will request your permission prior to publishing any information.</p> | <p>Comments should be made in writing through our service inbox. Please ensure that you provide clarity to enable us to use the information to support changes We will acknowledge the comment within ten working days.</p> <p>Upon receipt of the comment, we may request further information in order to make changes in the management of the organisation and in the delivery of products and services where this is needed. We reserve the right to maintain system and service in their current format where comment are conflicting across stakeholders.</p> |
| Complaints procedures | |
| Stage 1: Informal complaint | |
| <p>All complaints must be made to the recognised centre before escalating to the awarding organisation, regulators or any other authorities. The exception to this rule is where the intelligence is associated with illegal activities in which immediate escalations are required.</p> <p>An informal, verbal complaint can be made to any relevant member of staff. Learners should make informal verbal complaints to their tutor/mentor who will discuss the complaint with the learner and attempt to find a solution that suits both parties. Learners should allow the tutor/mentor sufficient time to investigate or rectify the grievance. The tutor/mentor is required to:</p> <ul style="list-style-type: none"> • Log the verbal complaint • Log all activities undertaken to informally investigate and resolve the grievance [where it is right to do so] • Log the date that the outcomes were confirmed which must be within 25 working days of receipt of the complaint. <p>The person who is in receipt of the informal complaint must maintain communication with the Integrity Officer throughout the process and will ensure accurate records are maintained. If the learner or relevant third party do not feel they can make an appeal informally they should move straight to stage two of these procedures.</p> | |

Stage 2: Formal complaint

The learner or any relevant third party should make a formal complaint in writing to the integrity Officer. This stage should be completed where the learner or any relevant third party does not feel it is appropriate for the complaint to be handled informally or where if they are dissatisfied with the outcomes or the process followed in the informal complaint. The Integrity Officer will acknowledge receipt of the formal appeal within 10 working days. The acknowledgment will outline the course of action to be taken and the Integrity Officer will handle the appeal by means which is relevant to the nature of the complaint. Investigation activities might include evidence collection and review which may include:

1. Evidence sourced by scrutinising quality and audit systems, data, documentation and records against legislation, regulation, centre recognition conditions, specifications, service level agreements or learner agreements. This may include comparison between the product and any learner records of attendance or achievement including assessment papers, observations and portfolios.
2. Evidence sourced by conducting a physical visit to centre sites or premises. In the case of partners, suppliers or subcontracted services this may be planned and communicated. However, dependent upon the severity of the situation this may be unannounced. In such cases the investigator would be required to comply with the established Code of Conduct.
3. Evidence may be sourced by collecting any associated communications and requesting written testimonies.
4. Evidence may be sourced through interviews. These are often an essential component of an investigation and may be informal or formal, dependent on the nature of the issue. Informal interviews are conducted on an ad-hoc basis by the investigator when deemed necessary. These are not recorded, except by written minutes of the interview, and do not necessarily have a structure. Formal interviews consist of a set of thoroughly prepared questions to assist in the examination of the issue, where the responses will be recorded. Where an interview with a learner is deemed necessary, it should be conducted in the presence of the tutor, assessor, internal quality assurer and/or safeguarding officer as appropriate.

This list is not exhaustive and may not be required in all cases. This serves as an indication of the nature of activities required to solicit evidence in light of each individual set of circumstances.

An evaluation of the information collected will be completed and outcomes determined once evidence has been validated and triangulated. Updates or outcomes will be communicated to all relevant stakeholders within and/or every 25 working days.

Stage 3: Appeal to the centre

Where the learner exhausts the Train With Premier complaints procedure and remains dissatisfied with the outcome and feel they have grounds for an appeal they are then eligible follow the centre's procedural appeals process as outlined in the Appeals Policy.

Stage 3: Escalation to the awarding organisation

Where the learner exhausts the Train With Premier appeals procedure, remains dissatisfied with the outcome and feel they have grounds for an appeal they are then eligible to appeal against the centre to the relevant awarding organisation.

Awarding organisation policies and reporting processes are housed on their websites.

Stage 3: Escalation to the regulator

Where the learner or any relevant third party exhausts the awarding organisation appeals procedures and remain dissatisfied with the outcome for regulated qualifications, they are eligible to report the details of their appeal to the regulator in accordance with their procedures. The Office of Qualifications and Examinations Regulation (Ofqual) regulate products delivered by recognised awarding organisations in England. Ofqual handle issues:

- when an organisation they regulate does not comply with their regulations
- related to the award of qualifications by organisations they regulate
- related to issues that could undermine public confidence in qualifications they regulate.

Before reporting the matter to the regulator Ofqual, appellants should exhaust all stages in policy. It is unlikely that regulator will follow up on an incident unless the individual has initially been through our procedural appeal process. Matters can be brought to Ofqual's attention in writing, via email or by telephone:

Email public.enquiries@ofqual.gov.uk

Address: Ofqual, Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH

Telephone: 0300 303 3344 (The phone line is open on weekdays from 9am to 5pm)

Section 4: Policy and procedure review

Systematic review

Train With Premier have in place a standardised and systematic monitoring process to ensure the continued relevance and accuracy of this policy. Any data collected with relates to the implementation of this policy will be used to inform any changes to the policy, approaches to the management of the organsiation and to the delivery of products and services where this is required.

This policy was approved by the Board on 21st October 2020 and will be reviewed by the Board by 21st October 2022 unless there is a change in legislation changes or supporting data identifies that a review is required before this date.

Section 5: Policy document version control

This document is subject to version control. All changes will be tracked here and confirmed as an updated version.

| Version | Publication | Details |
|------------|-------------|--------------------|
| Version 01 | 21/10/2020 | First publication. |