



WALES ENGLAND CARE LTD

COMPLAINTS POLICY



Purpose

The aim of this policy is to protect the interest of our learners and other service users by ensuring our decision-making process is fair and transparent. This is done by allowing anyone dissatisfied with the products/services delivered by MVRRS/WE Care, the right to complain against service level agreements that they feel have not been honoured.

Internal Procedures

Should a learner wish to make a complaint or appeal against an assessment decision, this must be done writing to the IQA within 4 weeks of the assessment decision in question.

The IQA will take the matter up immediately with the Assessor and if necessary, the Awarding Organisation and will report back to the learner with the reasons for the assessment decision within 2 weeks of receiving the initial communication.

Please refer to the Appeals Procedure.

Complaints not related to an assessment decision

Contact: Richard.elliott@walesenglandcare.co.uk

Direct Line Number: 01633264121

If a complaint is received in relation to a matter other than an assessment decision, it will be forwarded to the Senior Quality Representative who will:

- Acknowledge receipt of the complaint to the originator, in writing, within 2 days of receiving it
- Record the customer's name and contact details on the complaints form and in the complaints log
- Record a description of the complaint
- Pass the complaint immediately to the appropriate person to investigate the complaint
- Agree a timescale for investigation of the complaint, ideally no longer than 5 working days although this will depend on the nature of the complaint and the depth of investigation needed
- Monitor the actions being taken
- Record the action taken to resolve the complaint and the date it was completed
- Inform the originator of the outcome in writing
- Escalate the complaint if required to the ESFA or City and Guilds.

If the complaint is still not resolved with a satisfactory outcome, the complainant should be advised to write to the Managing Director and a copy of the complaint passed to him/her for their perusal.

All complaint records will be stored by the Quality Manager for future reference.



Escalation

ESFA

You may wish to contact the ESFA regarding your complaint on:

If you need help with anything else, you can:

- search for help in the apprenticeship service at any time or chat with us during our opening hours (<https://help.apprenticeships.education.gov.uk/hc/en-gb>)
- call us on [0800 0150 600](tel:08000150600) (option 1 then option 2)
- email us on helpdesk@manage-apprenticeships.service.gov.uk

City and Guilds

City & Guilds Nations - Phone

Unit 7 Cae Gwyrdd, Cardiff CF15 7AB

0141 341 5700



COMPLAINT FORM			
Customer Details	NAME..... TEL..... ADDRESS..... EMAIL.....		
<i>Description of complaint;</i>			
Person Recording Complaint	Name:		Date
	Signature:		
Person Managing Complaint	Name:		Date
	Signature:		
<i>Action taken to resolve complaint;</i>			
Date Complaint Resolved	/...../.....	