



COMPLAINTS POLICY

October 2015

- To set out our rules on handling complaints ensuring compliance that must be satisfied in relation to identification, acknowledgement, investigation and resolution of complaints.

We recognise that:

- As an organisation we know that sometimes things can go wrong, but when they do, we want to try and stop them from happening again.
- If you are not happy with the service you've received from us, please let us know so we can do everything possible to put it right.
- As an organisation we aim to handle complaints quickly, effectively and in a fair and honest way.

We will seek to ensure that all aspects of complaints policy are adhered to by ensuring that:

- The Quality and Excellence lead is responsible for ensuring compliance with this policy with the support from the compliance coordinator.
- A complaint can be made in a number of ways:

By post	Quality and Excellence Lead ICON TRAINING 61 Newport Road Caldicot Monmouthshire NP26 4BR
By telephone	01291 423655
By Internet	Contact Us - ICON TRAINING (http://www.icon-training.com/contacts)
By email	info@icon-training.com FAO Quality and Excellence Lead
In person	To your allocated Skills Assessor or Internal Quality Assurance representative (contact details are located in your portfolio)
In writing	Feedback on Learner or Employer evaluations and satisfaction surveys or comments provided during Progress Reviews with Skills assessors Complaints procedure

- Quality and excellence lead with the support from the compliance coordinator will deal with complaints.
- A response should be made within 5 working days of the complaint being received.
- Sometimes, to investigate your concerns fully and provide a detailed response, we'll need longer than 5 days. If this is the case, we'll contact you after 5 working days to update you on our progress.
- The complaint will either be resolved, or an outlined course of action will be sent to you within 10 working days.

Some complaints have specific procedures of their own, and follow different processes – for example, complaints about assessment decisions of ICON TRAINING assessment (Appeals Policy).

Icon Training want to make sure that, wherever possible, your complaint is received directly by the correct team to prevent delays and ensure you get a timely response.

Below you'll find more details on how we can help you, depending on the nature of your complaint.

Appeals Policy sets out the policy adopted by ICON TRAINING for dealing with appeals following assessment decisions.

Malpractice and Maladministration Policy sets out the policy adopted by ICON TRAINING for dealing with suspected or alleged malpractice or maladministration.

Safeguarding Policy sets out the policy adopted by ICON TRAINING for dealing with suspected or alleged safeguarding of children young people and young vulnerable adults.

As an organisation if we receive a complaint/s that we use the information given to learn from our mistakes and collective agree actions and outcomes to ensure the complaint doesn't happen again in the future.

To review the ESFA Procedure for dealing with complaints about providers of education and training visit <http://icon-training.com/wp-content/uploads/2017/12/procedure-for-dealing-with-complaints-about-providers-2017.pdf>

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on 6th October 2015.

Signed *Darren Blackburn*