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| Policy Name         | <b>COMPLAINTS PROCEDURE</b>                |
| Policy Version      |  |
| Department / Area   | H.R. Department/Quality / Learner Services |
| Created By          | Head of Training                           |
| Amended By          | J. Townsend                                |
| Approved by SLT     |  |
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| Next Review         | June 2020                                  |
| Document REF        | CPL  |
| Category            | Staff/Learner                              |
| Covers              | Staff / Learner / Both                     |

A complaint is an expression of dissatisfaction concerning Heart & Soul Community Training product or service. Heart & Soul Community Training take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Assessor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Assessor, then please contact the Training Manager via one of the following options:

Call: 01902 723976

E-mail: Jason@hscm.co.uk

Write to: Jason Fisher

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Heart & Soul Community Training ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Training Manager will investigate your complaint and respond to you within 7 days.

## **Appealing after an initial complaint has been raised**

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Quality Manager. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Quality Manager will investigate in full and respond to you within 7 days.

The Training Manager can be contacted on:

Call: 01902 723976

E-mail: [jayne@hscom.co.uk](mailto:jayne@hscom.co.uk)

Write to: Jayne Townsend Quality Manger

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly. The Awarding Organisation is Highfield Qualifications and their complaint policy can be located on their website:

**[www.highfieldqualifications.com](http://www.highfieldqualifications.com)**. Alternatively, please speak to the Highfield team on 0845 2260350.

Should you address your complaint to Highfield and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Heart & Soul Community Training or Highfield will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of Heart & Soul Community Training, Highfield as the Awarding Organisation, and the relevant qualification regulator then you do have one final route of complaint. Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: **[www.spsso.org.uk](http://www.spsso.org.uk)**

If you have any queries about the contents of this policy, please contact the Training Manager directly on 01902 723976 or email [jayne@hscom.co.uk](mailto:jayne@hscom.co.uk).