



**Complaints**

**Ref:**

**IS/P/HSQE/052**

**Issue Date:**

**Feb 2019**

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**02**

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**Revision History**

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01	To address stakeholders comments	Feb 2019

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## 1. Purpose

The purpose of this Procedure is to detail arrangements for the management of complaints and instances of malpractice and maladministration.

## 2. Scope

This procedure is applicable to all learners and apprentices who attend courses or apprenticeship programmed by INFRA Skills Limited in either a contract or permanent role.

## 3. Definitions

**Complaint** - An expression of dissatisfaction concerning an INFRA Skills Limited product or service.

## 4. References

IS/F/HSQE/016-Complaints Form

## 5. Procedure

### 5.1 General

INFRA Skills Limited 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.

### 5.2 Initial Complaint

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 Trainer/Assessor in the first instance.

### 5.3 Escalating the Complaint

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

Telephone Contact: 0121366 8805

Email: [dave.mcdonough@infraskills.co.uk](mailto:dave.mcdonough@infraskills.co.uk)

Completion of Form: IS/F/HSQE/016-Complaints Form



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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

INFRA Skills Limited ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully.

### 5.4 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 Director.

Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Director will investigate in full and respond to you within 5 days.

The Director can be contacted on:

Telephone Contact: 0121 366 8800

E-mail: Richard.toy@auctusmg.co.uk

Write to: Richard Toy (CEO) – Tech Block, Gee Business Centre, Holborn Hill, Aston, Birmingham, B7 5JR

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.

### 5.5 Complaint to Qualification Regulator

Should you address your complaint to any applicable awarding body and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator and a representative of INFRA Skills Limited will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If an apprentice or learner wishes to escalate the complaints procedure they can go directly to the complaint's procedure via the ESFA Government website, and follow the complaints procedure as directed.

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

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## 5.6 Complaints Timeline

If a complaint has been made against INFRA Skills via their complaint's procedure, the apprentice/learner should receive written confirmation that the complaint has been acknowledged within 48 hours of the initial complaint.


If the apprentice makes a complaint via the ESFA, the complaint will be dealt with in line with the government time line.

## 6. Control of records

Copies of all briefing documents and records of briefings shall be retained by the Sentinel Coordinator or Nominated Person. When an individual has to sign that he has received the brief then the signed record will be placed in their staff file by the Sentinel Coordinator or Nominated Person.

## 7. Audit

Audit and review of the briefing process is included in the audit plan managed by the HSQE Manager.

	<b>Learner Appeal Procedure</b>	<b>Ref:</b>		<b>IS/P/HSQE/001</b>			
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Should any learner feel the need to challenge the conduct or decision of the Trainer / Assessor, they have the right to appeal and we recommend the following procedure be followed. All learner are provided with the names of all appropriate contacts involved within this process at the beginning of their programme

- Discuss the issue in private with the Trainer / Assessor and try to resolve the matter.
- Record the issue on the Feedback form or Assessment document feedback section, the Trainer / Assessor should have briefed all Learners on the Appeals / Feedback Procedure during the pre-Learning event / assessment introduction.
- If the issue remains unresolved, contact your programme QA/IV within 14 days, who will raise the dispute with the Training / Assessment Provider in writing and by using the Complaints Form.
- IQA will objectively review and evaluate the evidence with the quality assurance manager who will report back findings with 7 days
- Should the complaint still remain unresolved, your Employer / Sponsor may contact the appropriate Awarding / Licensing body (assessment issues) or Quality Manager (learning provision issues) who will investigate the dispute and provide a final judgment.

INFRA Skills Limited will provide you with any assistance necessary to help implement this Appeals Procedure. Uncontrolled when printed