



Complaints Policy

Eastern Region Roof Training Group Ltd

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Eastern Region Roof Training Group (ERRTG) is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of everyone we work with. This policy is reviewed annually by the managing director to ensure that any improvements to the ERRTG complaints service are identified and acted upon efficiently. Complaints will be treated positively and used as an opportunity to improve the level of service provided. The complaints procedure forms part of the company's quality management process and should be read in conjunction with our Quality Management Policy.

ERRTG defines a complaint as 'any expression of dissatisfaction (with ERRTG, with a member of staff) that relates to ERRTG and that requires a response'.

We aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.
- We enable mediation between the complainant and the individual to whom the complaint has been referred in appropriate circumstances.

An informal approach is appropriate when it can be achieved. In the first instance of a complaint, students should speak to their tutor. In most cases this will be sufficient to explain the disagreement or misunderstanding. If concerns cannot be satisfactorily resolved informally, then the **formal complaints** procedure should be followed:

ERRTG's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within 3 days / 5 days / 10 days as stated in the flowchart below;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to ERRTG's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in ERRTG;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow ERRTG the stated time to deal with the matter;
- recognise that some circumstances may be beyond ERRTG's control.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and ERRTG maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

The Procedure:

Eastern Region Roof Training Group (ERRTG) operates a simple step by step approach for the ease of handling formal complaints:

Step One: Customers or students who wish to complain about any aspect of the service that they have received from ERRTG are requested to initially contact the tutor who dealt with their training. Contact should be made in writing where the tutor will aim to rectify the complaint either:

- Over Email within *three working days*
- by arranging a 1-2-1 meeting with the customer within *three working days*

Where the Tutor is temporarily unavailable to deal with the issue, the Company Director will write to the client within *three working days* and inform them of the date and time when a personal response from the Tutor can be expected. In any event, this response will be within *fourteen days*.

In most cases, contacting the Tutor direct will rectify the issue. If, however, the customer is dissatisfied with the outcome of this response, they may progress their complaint to the second stage of this procedure.

Step Two: The Director of the company (as Internal Verifier in the case of academic complaints) will investigate the complaint and will:

- Contact the client via Email within *five working days* to discuss the complaint
- Liaise with the Tutor involved in the project
- Write to the client within *seven working days* with findings of the investigation
- Take the necessary steps to rectify the issue

Step Three: Where a Customer remains dissatisfied with the outcome of this process, they have the right to appeal the decision by passing their complaint direct to the Awarding Body responsible for that particular award.

For School / BTEC students: Please see this webpage for details:

<https://qualifications.pearson.com/en/contact-us/feedback-and-complaints.html>

For Apprentices (Please see section 3):

[https://www.nocn.org.uk/Data/Support_Downloads/NOCNComplaintsPolicyandProcedurev3.0\(201802\)\(FINAL\)\(2\).pdf](https://www.nocn.org.uk/Data/Support_Downloads/NOCNComplaintsPolicyandProcedurev3.0(201802)(FINAL)(2).pdf)

For CITB / H&S Courses: <https://www.citb.co.uk/documents/about-us/citb-complaints-procedure.pdf>

Step Four: Where a customer or student remains dissatisfied with the outcome of the process with the awarding body, they have the right to complain in writing to Ofqual as the regulator <https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure> or for our apprentices, they can complain to the ESFA who fund our apprenticeships:

You can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled as long as your organisation is one of the following:

- a further education college
- a learning organisation that offers qualifications or [apprenticeship schemes](#)

The ESFA does not deal with complaints about employment issues (for example, a problem with your contract if you're working as an apprentice). You must contact the ESFA within 12 months after the issue happened. Email or post your complaint to the ESFA complaints team.

ESFA complaints team

complaints.ESFA@education.gov.uk

Complaints team

Education and Skills Funding Agency

Cheylesmore House

Quinton Road

Coventry

CV1 2WT

The ESFA will reply to let you know what will happen next.

Step Five: If you're unhappy with the ESFA response, you can [contact the Department for Education](#).

ERRTG Assessment Appeals Procedure:

