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# Complaints Policy and Procedure

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## Introduction

We value all delivery of our regulated qualifications or units or courses and the learners who undertake them and our aim every day is to exceed the expectations of our customers. We are confident of providing a high-quality service and would be extremely disappointed if this is not the case.

Therefore, it is important should you feel you have encountered a level of service that is below both your and our expectations that you raise any concerns you may have with us immediately so that we may address them and going forward, to learning lessons.

## Scope

The complaints policy and procedure are aimed at our staff, sub-contractors, learners and all interested parties who encounter direct or indirect service from Peak Consultants Ltd.

If you are unhappy about the way an assessment, training session or examination was delivered and conducted and/or you suspect malpractice may have occurred, you should send your concern to us in accordance with the arrangements in our Malpractice and Maladministration Policy.

## Centre's responsibility

We expect that both the staff involved in the management, assessment and quality assurance of our regulated qualifications or units or courses, and the learners, are aware of the contents of the policy and that the Centre has a complaint handling procedure and appeals process in place to deal with complaints from learners about the services provided by the Centre.

## Review arrangements

We will review the policy and its associated procedures periodically as part of our self-evaluation arrangements and revise it as and when necessary, in response to customer, learner or regulatory feedback (e.g. to align with any appeals and complaints process established by the regulators) and any trends that may emerge in the subject matter of complaints received.

## How should I complain?

All staff have been trained to help our customers and all like to help, so first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with the enquiry.

If this is not possible, or if you are not satisfied with the help provided, please send a written complaint, normally within one month of the event you are complaining about to the Operations Director at the contact details provided for the centre.

Learners and/or interested parties who wish to complain about the level of service provided by the Centre, and do not feel satisfied of the response, then make the complaint directly to awarding qualifications in the following exceptional circumstances

- A significant breach by the Centre of their own procedures.
- Communications have broken down between the learner and the Centre.

## Responsibility for the investigation

All complaints will be passed to the Operations Director who will acknowledge receipt, as appropriate.

The Operations Director will be responsible for ensuring the investigation of the complaint is carried out in a prompt and effective manner and in accordance with the procedures in this policy and will allocate a relevant member of staff to lead the investigation and review any supporting evidence received or gathered by Peak Consultants Ltd.

As part of the allocation of the investigation the Operations Director will ensure that those involved in deciding the outcome of the complaint are not involved in the incident or do not have a vested interest in the outcome.

## If I complain, what details do I have to give?

When you contact us, please give us your full name, contact details including 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.
- Copies of any papers or letters to do with the complaint.

## Complaints made against Peak Consultants Ltd

In cases where the complaint is against Peak Consultants Ltd as an organisation, the regulators will be informed without delay to determine the appropriate course of action.

## Confidentiality and whistle blowing

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us, and if you are concerned about possible adverse consequences, please inform us that you do not wish for us to divulge your identity. If it helps to reassure you on this point, we can confirm that we are not obliged to disclose information if to do so would be a breach of confidentiality and/or any other legal duty.

While we are prepared to investigate issues which are reported to us anonymously, we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those the complaint/allegation relates. At all times we will investigate such complaints from whistleblowers in accordance with relevant whistle blowing legislation.

## What will happen to my complaint?

We will acknowledge receipt of your complaint within 2 working days, letting you know who is investigating your complaint.

We aim to initiate the investigation of the complaint within 10 working days. If your complaint is more complex or involves people who are not available at the time, we may extend this to 21 working days. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation, we shall write to inform you of our decision.

## What happens if my complaint is upheld?

If any part of your complaint is upheld, we will of course respond to the complainant accordingly and give due consideration to how we can improve our service and arrangements. For example, by reviewing our procedures to assess the impact on our arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be carried out where the performance or behaviour of our staff is deemed inappropriate.

In situations where a complaint has been successful and indicates a failure in our assessment processes, we will take appropriate actions such as:

- Identify any other learner who has been affected by that failure.
- Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- Ensure that the failure does not recur in the future.

## What if I am not happy with the reply?

If you disagree with the decision the first point of call is the Operations Director.

If you are still unhappy with the decision taken by Peak Consultants Ltd in reviewing the complaint you can then take the matter through appeal.

## Monitoring

Peak Consultants Ltd Quality and Standards and Access to HE Committees will be responsible for monitoring the effectiveness of the complaints process.

Summary reports will be submitted to enable the Committees to review the effectiveness of the process and, where appropriate, monitor changes to the policy and procedures, which will be submitted annually to the Board of Trustees for monitoring and appropriate action.

## Contact us

If you have any queries about the contents of the policy, please contact our main office by:

Telephone: 01942 935050

07762 570777

Web link [www.peakconsultantsltd.co.uk](http://www.peakconsultantsltd.co.uk)

Email: [info@peakconsultantsltd.com](mailto:info@peakconsultantsltd.com)

Post: Wigan Investment Centre  
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