

## Introduction

Stanfords Training is committed to providing the best possible service that we can. We recognise that sometimes customers will feel that they have cause to complain about the service they have received.

We encourage all feedback from customers, including complaints, and have developed a Complaints Policy and an associated Complaints Procedure. Our Complaints Policy explains our broad approach to handling all complaints. Our Complaints Procedure provides clear information on how individual complaints will be handled.

Reports relating to complaints will be responded to in accordance with our Policies and Procedures. If you are not satisfied with the way we have handled your complaint, this will be dealt with as a failure of service under the terms of our Complaints Policy.

## Aims

Stanfords Training aims to resolve complaints quickly, fairly and effectively. We will:

- Aim to put things right quickly for our customers when they go wrong
- Keep our customers informed of the progress of their complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our customers of their right to appeal if they remain dissatisfied after their complaint has been through all stages of the internal Complaints Procedure

## Implementation

Stanfords Training Complaints Policy and associated Procedure will be readily available to customers. Together, they detail how to make a complaint and the timescales for a response from Stanfords Training.

## What is a complaint?

A complaint is when a customer tells us that they are not happy with something that we have done or not done, and we have not put things right.

## Who is a customer?

A customer is anyone who contacts Stanfords Training to request a service or is in receipt of a service.

## How can a complaint be made?

Any customer wishing to make a complaint can do so, by phone, e-mail, website or letter.

## What is the process for making a complaint?

The process for making a complaint is detailed in the Complaints Procedure. This is a single document for use by Stanfords Training's colleagues and customers.

## Monitoring

Stanfords Training is committed to continuous improvement in service delivery.

Our Service Standards for Complaints are:

- We will make it easy and straightforward for you to make a complaint
- We will endeavour to respond to your complaint within the published timescales and keep you informed
- We will ensure you have a full explanation to your complaint in your preferred format
- We will tell you if changes have been made to services following your complaint
- We will review our Complaints Policy at regular intervals.

## Responsibilities

The Senior Management Team and all those in managerial or supervisory roles are responsible for developing and encouraging good customer care handling practice within their teams.

Compliance with Customer Complaints Policy is the responsibility of all members of the Company who deal with customers.

## Communication

Our Customer Complaints Policy is available in hard copy. Please contact us if you would like a copy.

Training will be provided for staff to ensure awareness is raised and that staff have a clear understanding of customer complaints and their responsibilities.

## Equality & Diversity

Customers have a right to express dissatisfaction with the services they receive from Stanfords Training. Customers using this policy can expect to be treated fairly and without discrimination.

The Company has an Equality & Diversity Policy that covers all aspects of equality.

## Procedure

If you are unhappy with the service provided by Stanfords Training - whether it is the learning experience, assessment, the support you are receiving or about staff or the organisation itself - we promise to take your complaint seriously and treat it as confidential. We also aim to resolve your complaint as speedily as possible.

If you have a complaint about any decision that we have made that affects you, for example, if you feel that you have received the wrong grade for an assessment, or you disagree with an examination result, you should use the relevant awarding organisation's appeals procedures, which we can advise you on. For all other issues and grievances, use this Complaints Procedure.

We are always pleased to receive compliments and complaints because they help us improve the service we provide, both for you and other learners. We're also interested in your ideas for improving our services. We use the information you give only to improve things. Passing on personal information about you is protected by the Data Protection Act.

If you want to complain, here's what you can do:

It helps if you complain straight away to the people involved, as they may be able to put things right immediately. You should make your complaint within 3 months of the event or problem occurring. At any stage, you can register a formal complaint by telephone, email, website or letter. Give as much information as you can, including times, dates, places and names. Contact Stanfords Training on

Tel: 01216338100

email: [info@stanfordstraining.com](mailto:info@stanfordstraining.com)

or write to us at Stanfords Training, Wolverley House Digbeth Birmingham.

Website: [www.stanfordstraining.com](http://www.stanfordstraining.com)

You will get a first response within one week of receipt of your complaint, and a further response within four weeks.

If you are not satisfied with the outcome of your complaint, you can appeal the outcome by making an appointment with the managing director Mr Mohammed So. He will go through the procedure with you and will contact an independent

This procedure explains what an appeal is and what is a complaint. It also provides information on how we will consider both.

### **Complaints and appeal: our values**

Should I complain or appeal?

#### **Complaint**

A complaint is when you believe that you have been unfairly treated or a service has not been provided.

If we find that we have let you down, we will look to find the best solution to put things right.

#### **Appeal**

An appeal is when you ask Stanfords Training to change its decision on your marks, progression or final award.

We cannot change an academic decision because you believe that you should have been given more marks. This is because academics use their knowledge and expertise to mark your work. Our awarding bodies do not accept a challenge to academic judgment as a reason to appeal.

#### **Examples of why you might complain are where you have evidence that:**

Your course is not as publicised.

The learning resources or facilities on your course are not acceptable.

A service provided by Stanfords training has been poor.

That you have been treated unfairly by Stanfords Training.

The teaching or administration on your course is unacceptable.

#### **Examples of why you might appeal:**

There has been a mistake in the assessment process. For example, you submitted your work, but your results notification says that you did not.

You could not submit your work or inform us because you were unexpectedly in hospital.

There has been an error in a review point or academic decision.

The appeal will be considered by an external independent adjudicator who has not been directly involved in the matters detailed in the complaint and is independent of the management and running of Stanfords Training. All details of the complaint will be made to the external adjudicator, including findings and reasons for the decision.

The appeal will be heard by the independent external adjudicator.

The appeal can be escalated to the ESFA Apprenticeship Service Support on 08000 150 600 or [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk)



Mohammed Sowe

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