

# A2A Training

Aspiration to Achievement



**Putting learners needs first**

## **Customer Service and Complaints Policy/Procedure**

### **Purpose**

The purpose of this policy is to outline our policy and intentions regarding customer service and complaints. The policy will outline the complaints procedure and how a formal and informal complaint can be raised to A2A Training. This policy should also be read in conjunction with the following policies:

- Malpractice and Maladministration Policy
- Conflict of Interest Policy
- Reasonable Adjustments and Special Considerations Policy
- Whistleblowing Policy
- Appeals Procedure

## **Formal complaints process overview**

Complaint received (should be received within 20 working days of the event being complained about). This should be submitted using the form at the end of this document

Passed to Elizabeth Thomas (compliance manager)

We aim to acknowledge receipt of the complaint within 5 working days via email or letter

We will log all formal complaints centrally

We will formally acknowledge and give an update on the complaint with 10 working days

Full review of the complaint and response in writing within 21 working days

## **Introduction**

The overriding aim of A2A Training is to provide quality customer service for Apprentices, training providers and any other company stakeholders.

When dealing with learners, employees, staff and visitors, we will:

- Welcome everyone in a courteous and helpful manner
- Be always polite and respectful
- To put the needs of apprentices first
- Communicate clearly and concisely, with correct information.
- Ensure that each person is treated sensitively
- Endeavour to meet individual needs
- Provide regular training and standardisation for all Assessors
- Hold regular meetings to ensure progress, accuracy, consistency, and standardisation of work
- Be welcoming and supportive to Apprentices, assessors, training providers and other visitors online or face to face
- Gather feedback from Employers and apprentices in relation to the assessment experience as required
- Welcome suggestions from the external quality assurers, Ofqual, training providers, and assessors regarding how we can improve
- Ensure all Apprentices have access to the Appeals Procedure

To provide a welcoming environment, we will aim to:

- Respond quickly to queries
- Provide an appropriate learning environment if appropriate
- Provide a meeting room or online links if required and subject to availability

To ensure that these standards are met, we will:

- Survey service users for feedback as required
- Put systems in place to continuously improve our service
- Keep Apprentices, training providers and employers up to date with any changes to proposed dates of EPA as appropriate

## **Relevance**

This policy is relevant to the delivery of training courses and End Point Assessment with A2A Training.

## Responsibilities

It is the responsibility of all persons, when involved in the delivery of qualifications and/or End Point Assessment and other associated activities to:

- Welcome everyone in a courteous and helpful manner
- Be always polite and respectful
- Communicate clearly and concisely, with correct information.
- Ensure that each person is treated sensitively
- Endeavour to meet individual needs
- Attend regular training and standardisation as required as part of job roles/responsibilities
- Hold regular meetings to ensure progress, accuracy, consistency and standardisation of work
- Be welcoming and supportive to Apprentices, assessors, training providers, other team members and any visitors to the centre
- Welcome and take on board feedback for improvement when applicable
- Welcome suggestions from the external quality assurers, training centres we work with and assessors regarding centre improvement
- The IEPA is responsible for ensuring at company policies and procedures are always adhered to
- The assessor allocated to the learner must ensure all Apprentices have access to the Appeals Procedure
- All Apprentices will be asked to complete a feedback form following their EPA experience

## Complaints Process

It may be the case that complaints can be managed informally. At first instance, complaints should be lodged by email to the compliance manager. If the complaint can be easily resolved, then escalation is not necessary.

Email [info@a2atraining.co.uk](mailto:info@a2atraining.co.uk).

### Initial Complaints – informal process

We are happy to take calls or informal emails to discuss any queries and help support you or to come to a mutually acceptable resolution when possible. Training providers and apprentices are welcome to call or email our t beam, who will be more than happy to investigate informal queries. Our website has an easy-to-use contact form, which can also be used for queries following the link below:

[www.A2Atraining.co.uk](http://www.A2Atraining.co.uk)

Complaints should be made within 20 working days of the date of the event.

## Escalated Complaints

If a complaint cannot be resolved informally then complaints should be sent in writing to: [info@a2atraining.co.uk](mailto:info@a2atraining.co.uk)

Complaints will be investigated by the Elizabeth Thomas (Compliance manger) or a senior member of the team, normally the QA for the standard.

The written complaint should detail the Learner/Apprentice and Training provider name, contact details and the nature of the complaint. Escalated complaints and the outcome will be recorded on the complaints log.

A2A Training will provide a written response to all complaints received in writing within 7 working days of receipt and aim to come to a resolution, where possible, within 28 days.

## **Ofqual Learners registered on any regulated qualification have a further right of appeal to Ofqual.**

However, the regulator requires that A2A Training's appeals and complaints processes are exhausted first.

Refer to <http://ofqual.gov.uk/complaints-and-appeals>

Scottish Qualifications Authority (SQA) Learners registered on a Scottish Vocational Qualification that is regulated by the Scottish Qualifications Authority (SQA) have further right of appeal to the SQA.

## **Please also refer to our Appeals Procedure if applicable.**

Where one of the EQA bodies notifies us of a complaint, we will follow the same process. We will review our procedures as required. If it is a process-based complaint we may implement suitable changes following an internal review or investigation.

Complaints that are upheld: Following investigation, should any part of your complaint be upheld, we shall apologise and when needed, look to review processes, procedures, and staff training. We will take corrective action when

needed as detailed in the outcome of the investigation and put all reasonable measures in place to prevent a similar occurrence.

We will, if applicable. take actions, such as informing the relevant quality assurance body/regulator (where required) and/or take practical steps to make corrections when needed

### **Simple and professional complaints process**

We will use reasonable endeavours to:

- encourage clients, customers, and apprentices to come forward with feedback both positive and otherwise
- be positive in respect of complaints and view them as a way to improve our service and to provide the best possible, impartial and fair, EPA experience for apprentices
- deal with complaints in a supportive and professional manner
- make the complaints process simple and easy
- encourage fairness, impartiality, and the resolution of complaints as reasonably promptly and as close as possible to the source of the complaint

### **Complaints brought to our attention by External Quality Assurance (EQA) or Ofqual**

Where one of the EQA bodies notifies us of a complaint, we will follow the same process. We will review our procedures as required. If it is a process-based complaint we may implement suitable changes following an internal review or investigation.

We may inform, when necessary external bodies such as Ofqual via the portal, or via email any complaints we feel may be necessary to inform them of and within the scope of our compliance regulations.

### **Complaints that are upheld**

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## Complaints that are not upheld or partially upheld

Not all complaints are upheld and if we do not agree with your complaint, we will write to you detailing the reasons your complaint has not been upheld. If you disagree with the decision, please write to us explaining the reasons. This will be reviewed by a senior member of staff who will consult with others, as necessary. That outcome will be final unless the complaint is about a matter that can be appealed. If you wish to appeal under the jurisdiction of our appeals policy, please follow the arrangements which are outlined in our Appeals Policy

Types of complaint could be, but are not limited to:

Results or grades awarded
Customer Service
Fees
Funding
Re-takes or re-sits
Conflict of Interest
GDPR
Quality Assurance
Our website
Incorrect advice
End Point Assessor

**Appendix 1**

**Complaint Form**

To be completed by the Student/ Apprentice, Training Provider, Employer, or other relevant stakeholder

Name and contact details of person(s) raising the complaint (please include name, phone number, email)	
Relationship to the apprentice if an employer/provider	
Date of event leading to complaint	
Apprentice / Student Name	
Employer name and contact details	
Training Provider name and contact details	
Apprenticeship Standard or Qualification	
Date of event or EPA event if applicable	

Name of staff involved if applicable/known	
Please provide details of the complaint	
Any other information you could give to help support us in dealing with your complaint	

Please let us know what the complaint relates to. Tick all that apply:

Reason for complaint	Tick if applicable	Notes if required
Results or grades awarded		
Customer Service		
Fees		
Funding		
Re-takes or re-sits		
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GDPR		
Quality Assurance		
Our website		
Incorrect advice		
End Point Assessor		
Tutor / Assessor or IQA		



Is this a whistle-blower or anonymous complaint? If so, please provide details

**Appendix 2**

**Client Complaint Investigation Form**

Complaint details	
Complaint Investigated by	
Date of responses at each stage of complaint	
Overview of complaint	
All correspondence signposted/dates etc.	
Outcome and next steps if applicable	

## Complaints Log

Person Raising Issue	Date	Nature of Complaint	Actions to be taken/Reported to	Outcome

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