

Introduction

Clarkson Evans Training endeavors to provide an excellent standard of service to all of its customers. However, this procedure is intended to enable learners, potential learners and employers to bring matters of concern about their learning experience to the attention of the Clarkson Evans Training and enable investigation of those concerns with the aim of a satisfactory resolution.

Complaints Process

Stage 1: The informal approach

It is recognised that some concerns will be raised informally and can be dealt with immediately. Normally these concerns should be raised promptly and directly with a lecturer, assessor or the head of compliance. The aim is to resolve informal concerns quickly, keep matters low-key and enable mediation between the complainant and the individual to whom the matter has been referred. If concerns are not satisfactorily resolved in this way, complainants may follow the formal procedure outlined below.

In the following cases it may be necessary to link this complaints process to the relevant awarding bodies procedure:

- Decisions made in examinations and assessments.
- Admission decisions
- Allegations of misconduct by a learner.

The head of compliance will advise where this may be the case.

Stage 2: The formal approach

A complaint will be regarded as formal if it is of a serious nature or cannot be satisfactorily resolved on an informal basis by the training department against whom it is directed.

All complaints must be received in writing (using the form below) within 20 working days of the issue arising. The complainant should complete a Complaint Form (attached) and submit it to the Head of Compliance, Sharna George, either by email to sharnag@clarkson-evans.co.uk or by post to the following address:

Sharna George
Head of Compliance
Clarkson Evans Training Ltd
Meteor Business Park
Cheltenham Road East
Gloucester
GL2 9QL

Complainants should provide current contact information together with all supporting information regarding the complaint e.g. relevant documentation, dates, locations and witnesses if appropriate. Complainants should also detail any previous attempts to resolve the problem and what outcome they are seeking in order to resolve the complaint.

The Head of Compliance will acknowledge your complaint (via email) within 48 hours.

The complaint will be fully investigated, and a response provided within 10 working days.

In some more complex cases, it may not be possible to resolve the complaint within 10 working days, if this is the case the complainant will be advised of the circumstances and kept informed of progress.

Once the investigation is complete, the complainant will be informed in writing of the outcome of the investigation and what, if any, action is being taken within the bounds of confidentiality.

Appeals

If the complainant is not satisfied with the outcome of the complaint, they can appeal against the decision. To do this, the complainant must write to the Chief Operating Officer, Lindsey Young, within 10 working days of the date of the complaint response letter:

Lindsey Young
Chief Operating Officer
Clarkson Evans Training Ltd
Meteor Business Park
Cheltenham Road East
Gloucester
GL2 9QL

Alternatively, you can email your appeal to lindseyy@clarkson-evans.co.uk

The appeal should outline:

- a) The grounds for appeal; this should not re-iterate the original complaint but state the reasons why the suggested resolution is not satisfactory.
- b) Any aspect of the response or action taken that is considered inadequate.
- c) The response or action that would be considered appropriate by the complainant.

The Chief Operating Officer will review your case and respond within one calendar month of receiving your appeal letter.

Depending on the nature and grounds of appeal the Chief Operating Officer will:

- a) Conduct further investigations and/or consult with the management team in order to respond to specific issues raised and make a final decision with regard to the complaint.
- b) If appropriate, refer the complaint to an Appeal Panel within 20 working days of the conclusion of any further investigation. The Panel will consist of two managers not previously involved in the complaint. The Panel will provide a written response to the complainant within 5 days of the panel meeting.

The complainant will be provided with a 'Completion of procedures' letter detailing the final outcome of the Appeal. Appeals are final and no further correspondence with regard to the substance of the complaint will be entered into.

What if the complainant disagrees with the outcome?

If the complainant feels we have not resolved the problem satisfactorily and you are a funded apprentice, you may complain to:

Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT
Tel: 0370 000 2288

They must contact the ESFA within 12 months after date of the completion of procedures.

Email complaints to complaints complaints.ESFA@education.gov.uk

Further information can be located at:

<https://www.gov.uk/complain-further-education-apprenticeship>

