



COMPLAINTS POLICY

Scope and purpose

At the SES GROUP, we are committed to providing high quality provision for all our learners, taking account their needs, views, and expectations. We aim to use our findings to promote and develop a culture of learning and enhanced opportunities to support the ethos of lifelong learning.

This document details the complaints procedure. A complainant may be a learner, prospective learner, employer, or any other interested party that indicates dissatisfaction with the current level of provision.

Responsibility

Overall responsibility for this procedure lies with the QA Manager whilst day-to-day responsibility for implementation of this procedure lies with the Head of Training.

All staff have a responsibility to try and resolve informal complaints prior to invoking the Complaints procedure.

All staff have a responsibility to forward formal complaints to the QA Manager as soon as practicable.

Making a complaint

Complaints should be made in writing by email to:

doug.adams@thesesgroup.co.uk

or

by letter to the Quality Assurance Manager, The SES GROUP, The Barrows, Royston Road, Harlow, Essex, CM19 5BL.

The Quality Assurance Manager has responsibility for the following:

- Once a complaint is received, a response will be submitted either by telephone or in writing (by either email or standard letter) to the complainant, as soon as possible, and certainly within five working days of receipt of the complaint.
- If the complaint cannot be resolved within five working days, or if it is foreseen that the complaint cannot be resolved within five working days, the complainant will be notified as to the reason for the delay.
- The complaint will be recorded in a complaints log.



The Quality Assurance Manager will be responsible for:

- Providing the date of the complaint and date received to HR.
- The nature of the complaint.
- The contact details of the complainant.
- The outcome letter or transcript of the outcome to HR.

A response will be provided to the complainant. It will contain:

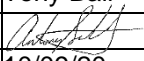
- The outcome of the investigation/complaint.
- Information as to a right of appeal if the complainant is not happy with the outcome.
- Notification as to who they can direct their appeal to and the timescale in which the appeal should be lodged.
- Notification that the appeal will be investigated and dealt with within 10 working day following receipt of the appeal.
- Notification that if there is a delay to the response to the appeal that the complainant will be contacted and reasons for the delay explained to that person.
- Notification that the person dealing with the appeal should have a more senior role than the person who dealt with the first complaint and in any event should be a different person to the person dealing with the first complaint.

The appeal outcome letter will contain:

- Details of the investigation into the appeal.
- Reasoned outcome.
- Notification of a review with reference made to the review officer (Director).
- Notification that the review will be carried out within 10 working days of receipt of the request for a review.
- Notification that if there is a delay to the review that the complainant will be contacted and reasons for the delay explained to that person.

Equality and Diversity:

All complaints will be treated fairly in line with our Equal Opportunities and Managing Diversities Policy. All complainants will be treated with respect and fairness throughout any investigations and processes linked to a complaint made.

Name:	Tony Ball
Signature:	
Date:	10/09/20

