



ENGINEERING COLLEGE

QUALITY MANAGEMENT SYSTEM POLICY

COMPLAINTS HANDLING POLICY

The implementation of this particular Policy must always be carried out in conjunction with, and meet the requirements of the GDPR Policy.

QUALITY STATEMENT

“The **Engineering College** Quality Management System operates to support and guide staff, learners and employers in effective engagement with the services and products provided by the organisation, seeking to ensure a consistent and continuously improving quality experience to exceed the user’s expectations”.

Our Vision

“To inspire a new generation of Engineers.”

Our Mission

“Delivering outstanding technical training and assessment, connecting industry with education”

Our Values

“To act professionally with integrity and strive for excellence”

QUALITY CHAMPION – J Armour

Introduction

This document sets out the Engineering College complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from the Engineering College that may impact the learner experience at any stage of their learner journey. We value all the learners who undertake training at the college and our aim every day is to meet or 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 learn lessons from them.

Scope

This policy covers complaints from learners, members of the public or clients that may wish to make a complaint in relation to the qualifications and associated services offered by the Engineering College.

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

Centres' Responsibility

We will take all reasonable steps to ensure that the staff involved in the management, assessment and quality assurance of our qualifications, and learners, are aware of the contents of this policy.

The college will have an appeals process in place to deal with complaints from learners about the services they receive from the Engineering College. If an individual is unhappy about a service or activity being delivered by the centre it must first of all go through the centre's complaints process before bringing the matter to the attention of the awarding bodies.

Review Arrangements

We will review this policy and its associated procedures regularly 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 of our staff are trained to help our customers and they want to help, so you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you.

If they cannot help or you wish to speak to someone else, you can ask to speak to their manager. If this is not possible, or if you are not satisfied with the help provided by the manager, please send a written complaint, normally within one month of the event you are complaining about, and address it to the Business Support Services Manager

If I Complain What Details do I Have to Give?

When you contact us, please give us your full name and 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 brought to our attention by the regulators or awarding bodies

Where the regulators or awarding bodies notify us about failures that have been discovered in the assessment process or other activities of another awarding organisation, these will be reviewed in the same manner as other external complaints

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 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.

While we are prepared to investigate issues which are reported to us anonymously and/or by whistleblowers we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those to whom the complaint/allegation relates.

The Engineering College defines whistleblowers as being current or ex members of staff (both permanent or contracted) or third party suppliers of our centre and/or current or previous learners who disclose information about malpractice/wrongdoing

The Engineering College will follow the guidelines and principles raised in Sir Robert Francis's "Freedom to Speak Up" Review, (2015), but also consider concerns raised by stakeholders of the college, individuals or external bodies.

- workers can raise concerns in the public interest with confidence that they will not suffer detriment as a result
- appropriate action is taken when concerns are raised by workers
- where whistleblowers are mistreated, those mistreating them will be held to account

What Will Happen to my Complaint?

We aim to acknowledge receipt of your complaint within 5 working days, letting you know who is investigating your complaint.

We aim to investigate the complaint within 10 working days. If your complaint is more complex, or involves people who are not available at the time, we may have to extend this. 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/email to inform you of our decision.

Successful Complaints and/or Issues Brought to our Attention by Ofqual

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. We may, for example, review our procedures to assess the impact of the complaint on our qualification development, delivery or awarding arrangements and assessment process as relevant, or arrange for staff training.

In situations where a complaint has been successful, or where an investigation following notification from the regulators indicates a failure in our processes, we will give due consideration to the outcome and will take appropriate actions such as:

- (a) identify any other learner who has been affected by that failure,
- (b) correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- (c) ensure that the failure does not recur in the future.
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What if I am not happy with the Reply?

If you disagree with the decision the first point of call is the Business Services Support Manager. If you are still unhappy with the decision taken by the Engineering College in reviewing the complaint you may, depending on the nature of the complaint, be able to take the matter through our Appeal arrangements which are outlined in our Appeals Policy.

You also have the right if you disagree with the decision taken by The Engineering College to seek recourse from the appropriate awarding organisation, ie EAL, ECITB etc so that your concern can be investigated by them (Stage 4 of our appeals policy).