

# INTEQUAL

## Complaints Policy and Procedure

**THIS POLICY CAN ALSO BE FOUND ON INTEQUAL WEBSITE AT THE FOLLOWING LINK**

<https://intequal.co.uk/policies/>

## **Purpose**

At Intequal we are committed to providing high quality services for all our learners and employers, taking account of users' views, and using the findings to promote and develop capacity for sustainable improvement.

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

## **Responsibility**

Overall responsibility for this procedure lies with the Operations Director.

Day-to-day responsibility for the implementation of this procedure lies with the Operations Team and its Senior Manager.

All staff have a responsibility to forward formal complaints to the Director of Quality and Curriculum.

## **How to make a complaint**

You can make a complaint in the following way:

- Completing the form below and emailing it to your primary contact at Intequal, who will forward this on to the appropriate departmental manager.
- Complaints are logged on our central database by departmental managers within two working days of receipt. The quality team will then liaise with the Investigation Lead(s)/departmental managers to investigate the issues that you have raised.
- The outcome will be communicated to you by your preferred method of contact.

## **How to make a formal complaint**

You can make a complaint in the following ways:

- If you are escalating a previous complaint, please let your primary contact at Intequal know that you would like to make an escalation, they will forward your complaint to the Director of Quality and Curriculum.
- For a brand-new formal complaint fill in our online complaints and submit once completed. The form is available on our website, via the following link:

<https://forms.office.com/Pages/ResponsePage.aspx?id=TfHCaPtgZk-Oew3kya4t8r6ZG0z5ErIBib98Tzzg1KxUOUxHSUI5SEVKNzRZUkZGQ1AzSDkzRjY5Vi4u>

If your complaint is on behalf of another person, we will need their permission before we can disclose any information to you.

For parent(s)/guardian(s)/ward(s) acting on behalf of a dependant, permission obtained as part of the Company's enrolment process will be considered.

We will need as much detail as possible from you, for example:

Your name (and the name of the person that you are representing, if applicable).

- Date of birth.
- Course (if applicable).
- Full details of your complaint (i.e. dates/names of people involved).
- Contact details.

We may ask you for Equality and Diversity Information, for example Gender and Ethnicity, providing these details helps us to make sure that all people are treated fairly.

An investigation may not be possible or could be limited for anonymous complaints, depending on the amount of information provided by the complainant.

Complaints should be raised within twelve months of the original issue so that evidence is available for the investigation.

Complainants should be aware that our staff have the right to work in a pleasant and safe environment and any violent or abusive behaviour towards staff will not be tolerated.

## Policy

### Intequal:

- Will investigate your complaint thoroughly and objectively and it will be regularly monitored by the Operations Team.
- Aims to resolve your complaint within ten working days – however some complaints, especially if the issue is more difficult to resolve, may take longer. Where possible we will advise you an approximate timescale for a resolution (dependant on the complexity of the issues raised).
- Will identify actions from complaints received to improve and develop our services.
- If you are unhappy with the outcome given to you by Intequal regarding your complaint, appeals can be made directly to the relevant Awarding Body Organisation within 20 days of the assessment.

## Procedure

### Learners

- If a learner has a concern it should initially be raised with their Pathway Planner or tutor (or an alternative member of staff if that is not appropriate). The member of staff must take every opportunity to resolve the complaint informally.

- The Company will ensure that learners will not be treated less favourably if they make a complaint, if this is found to be the case staff disciplinary procedures will be followed.
- Learners should be aware that malicious complaints received in any form will be dealt with in line with the Behaviour Management and Disciplinary process.
- Formal complaints are logged within two working days of receipt by the Quality Team. The Quality Team will then liaise with the Investigation Lead(s) to investigate the issues that you have raised.
- The outcome will be communicated to you by your preferred method of contact (where possible).

### **Complaints Appeal Process**

- The complaints appeals process does not cover appeals against assessment and verification, behaviour management and disciplinary decisions. Please refer to the relevant policies or ask a member of staff for more information.
- If you are dissatisfied with the outcome of your complaint, you may appeal against the decision within 20 working days of our response. If we do not receive an appeal during this period, your complaint will be closed, and this will conclude the complaints process.
- Complaint appeals are investigated by a manager independent of the original complaint and the above timescales will apply. The outcome of this appeal concludes the complaints process.
- If your complaint relates to a course funded by the Education & Skills Funding Agency (ESFA) and the above Appeals Process has been exhausted, you can contact the Education & Skills Funding Agency within three months of the appeal decision using the contact details below:

The Complaints Team  
 Education & Skills Funding Agency  
 Cheylesmore House  
 Quinton Road  
 Coventry  
 CV1 2WT

You can also email their Complaints Team at: [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk)

- They should send you an acknowledgement that they have received your complaint within three working days.

#### Data Protection Act 2018 and General Data Protection Policy 2018

The Company has a duty to protect the personal data it processes. To comply with this legislation, information must be collected and used fairly, stored safely and not disclosed to any person unlawfully as outlined in our Data Protection Policy, a copy of which can be obtained from the Data Protection Officer. Use of personal data contained within this form will only be used for its intended purpose and in accordance with General Data Protection Regulation 2018. We will not release any personal information to third party organisations without obtaining your written consent.