

INTEQUAL

Complaints Policy

Version 2.1

Ref – Complaints Policy

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**Approved by: Rod Harris
(Board Representative)**

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Our commitment

The purpose of this policy is to provide a clear statement of intent with regards to the recording, assessment, handling, and investigation of all expressions of dissatisfaction and complaints received by Intequal. Intequal's complaint handling policy and procedure has been created to meet the standards and requirements of the relevant regulating bodies.

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.

Objectives

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.

Scope

The policy covers the complaint procedure a learner, prospective learner, parent, employer, or any other interested party that indicates dissatisfaction with the current level of service.

Key contacts

Name	Contact details
Rod Harris Director of Quality & Curriculum	Rod.harris@intequal.co.uk
James Combes Data Protection Officer	James.combes@intequal.co.uk

Definitions

Keywords used in the policy and what they mean in relation to this policy:

Keyword	Definition
Complaint	is defined as any expression of dissatisfaction where it is clear the individual expects us to identify the cause of the problem and provide a resolution. The individual does not have to formally address their communication as an official/formal complaint for Intequal to treat the incident as a complaint and to follow the related procedures

How to make a formal complaint

You can make a complaint in the following way:

- Complete the [Intequal Complaints Form \(office.com\)](#)
- 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.
- 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.

Additional information

If your complaint is on behalf of another person, under the General Data Protection Regulation 2018, 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.

How will Intequal process a complaint

- Will investigate your complaint thoroughly and objectively and it will be regularly monitored by the Operations Team.
- Aims to resolve your complaint within five 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.

Learners' procedure

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

The data protection act

The Data Protection Act 2018 controls how your personal information is used by organisations, businesses, or the government. The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR).

Everyone responsible for using personal data has to follow strict rules called 'data protection principles'. They must make sure the information is:

- used fairly, lawfully and transparently
- used for specified, explicit purposes
- used in a way that is adequate, relevant and limited to only what is necessary
- accurate and, where necessary, kept up to date

- kept for no longer than is necessary
- handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

There is stronger legal protection for more sensitive information, such as:

- race
- ethnic background
- political opinions

Intequal has a duty to protect the personal data it processes. To comply with 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 the complaints 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.

Changes to this policy

Intequal review policies and subsequent documents will be published annually. The policy issue and review date can be found in the footer of the document.

History

Version	Author	Change	Date
V2	Vini Pathmanathan	First version in new policy format Annual renewal	29/08/2023
V 2.1	Vini Pathmanathan	DPO updated AH to JC	07/12/2023