



Complaints and Improvements Policy

Purpose Statement

Clear Quality Limited takes all complaints, concerns and recommendations for improvements, as an opportunity to provide focussed and continuous high standards to customers/learners.

Clear Quality Limited aims to provide all customers/learners with a high standard of customer service and robust learning experience that enables achievement of personal and business goals. We recognise that sometimes things go wrong and, when they do, we welcome the opportunity to put them right as soon as possible.

Responsibilities

Vicki Connell, our Quality and Funding Lead, is responsible for maintaining our Complaints Policy. This policy is reviewed annually by our CEO/Training and Certification Director.

Additionally, all of our staff, attend an annual training session, on managing complaints.

What is a Complaint

A complaint is an expression of dissatisfaction concerning Clear Quality Limited's product or service. Clear Quality Limited take all complaints and concerns, seriously and all staff are trained and committed to rectify problems, as soon as it is brought to their attention. It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer, and we aim to ensure this is the case.

How To Raise a Complaint

If you are dissatisfied with the service you have received, bring this to our attention as soon as possible by speaking to your main contact at Clear Quality Ltd, in the first instance. If you feel this needs to be escalated, further, please contact:

- Call: 01709 918501
- Email: vicki.connell@clearquality.co.uk

or you feel it is inappropriate to address your complaint the CEO:

- Call: 01709 918501
- Email: Debbie.whitehead@clearquality.co.uk



Both can be written to at:

- Clear Quality Ltd, Unit 3, Concept Court, The Gallery, Rotherham. S63 5BD.

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

1. A full description of your complaint (including the subject matter and dates and times if known).
2. Any names of the people you have dealt with so far; and
3. Copies of any evidence you might have to do with the complaint.

How Long Does it Take for a complaint to be resolved

We ask that you raise your complaint as soon as possible after the event so that we can investigate fully.

The timelines are as follows:

1. Acknowledgment of complaint: within 3 days
2. Internal investigation of complaint: within 5 days
3. Meeting/telephone call to discuss internal investigation: within 7 working days
4. Corrective action agreed and implemented: within 14 days
5. Resolution and sign-off complaint: within 21 days

Communication methods will be discussed with complainant and agreed, during the acknowledgement of the complaint.

Appealing the outcome of a complaint

A complainant may appeal the outcome of a complaint by submitting a formal written letter outlining the reasons for appeal. One of Clear Quality's Committee members will be nominated to take responsibility for the complaint and will acknowledge the complainant's appeal within 3 working days. A full review of the complaint, investigation, and outcome will be undertaken. If fault is found, it will be necessary to consider whether it caused injustice to the complainant, and if so, what the injustice there was. Where a complaint is found to be justified, the committee will decide on the appropriate recompense. Once this stage is completed, the decision is final.

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If the complainant is still not happy with the outcome of the appeal, they can appeal to the relevant regulatory body, such as Ofqual:

<https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

Or with the ESFA:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

Confidentiality and Safeguarding

Clear Quality Limited fosters a culture that ensures learners and employers are confident to voice any complaints and are assured that a fast and effective resolution is provided. We store complaints electronically on our secure systems and hold and process this information in compliance with the General Data Protection Regulation (GDPR) and Data Protection Act 2018. We produce regular internal reports to see how well we are dealing with complaints, including our Boards and meeting the needs of our stakeholders. We remove all confidential information from these reports to protect the identity of those involved.