

COMPLAINTS PROCEDURE

At Pier Training we strive to provide good quality services for everyone, but things may at times go wrong. If they do, we need to know about them so that we can put them right and learn from them. This will contribute to our self-assessment /annual report and help us to improve our ongoing performance.

How will we do that?

We will make it easy for you to make a complaint by asking you to undertake one of the following methods:

Giving you the chance to make a complaint:

- in person at our offices: -
- by phone on: - 0121 7400429
- in writing to: - Marie Woodward (Operations Manager) at:
Pier Training, 42-46 Hagley Road, Birmingham, West Midlands, B16 8PE
- by using a complaint form (see below)
- by email at: - info@piertraining.co.uk
- by visiting our website and following the link: - www.piertraining.co.uk

Who can complain?

Anyone who feels that they have had a poor service from us, or from someone providing the service for us, and have tried to get the problem solved by speaking to someone in the relevant department. This will affect you and will need a particular response from us.

If you are a learner:

If you are a learner inform your tutor, human resources team or line manager if you have a complaint - your organisation may be able to solve your problem informally.

What happens next?

We will treat your complaint as confidential at all times and will deal with it with the utmost respect and urgency.

Response from us

We will acknowledge your complaint within two working days of receiving it. We will tell you the name of the person who is dealing with your complaint. You will receive a full response within five working days. If this is not possible, we will send you a letter explaining why there is a delay and saying when you will receive a full response.

Solutions

If your complaint is accepted, the person involved will try to solve the problem by doing the following.

- Apologising to you and explaining what went wrong
- Providing the service you are entitled to receive

- Changing procedures so that the mistake is not repeated
- Asking you to detail any recommendations of areas where we can improve our performance concerning the information, advice and guidance that we have provided.

Challenging the result of an exam or qualification if you think it's wrong

Contact the awarding organisation and appeal to them directly about the results (request the awarding body contact details from Pier Training). They'll send you a final report after they've reviewed the result. If you're not happy with the outcome of the appeal, you can contact Ofqual to make a complaint.

Complaints – Ofqual, public.enquiries@ofqual.gov.uk, Telephone: 0300 303 3344

Appealing after an initial complaint has been raised

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached, then you may escalate your complaint to our Managing Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Managing Director will investigate in full and respond to you within 5 working days.

The Managing Director can be contacted on: Office: 0121 7400429 Mob: 07903 843129

E-mail: mohammed.syed@piertraining.co.uk

Write to: 42-46 Hagley Road, Birmingham, West Midlands, B16 8PE

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Education and Skills Funding Agency (ESFA)

You must contact the ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team.

ESFA complaints team

complaints.ESFA@education.gov.uk

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

The ESFA will reply to let you know what will happen next.

If you have any queries about the contents of this policy, please contact the Quality Assurance Manager directly on 07469 855167 or email debbie.whiston@piertraining.co.uk

COMPLAINTS FORM

Name:	
Email:	
Company Name: (if applicable)	
Address:	
Telephone Number:	
Which service is your complaint about?	
Type of complaint:	
What would you see as a positive resolution to this complaint- please use this section to tell us what you would like	

Please detail any recommendations of areas where we can improve our performance, concerning the information, advice and guidance given

Once this policy has been exhausted, learners / members of staff will be referred to one of the following Awarding Bodies, as appropriate:

- HABC
- NCFE
- CACHE
- CMI
- C&G

FOR OFFICE USE ONLY

Date complaint received:	
Complaint to be dealt with by:	
Date complaint resolved:	

Signed: _____

Date: _____

Position: _____