

Complaints Policy and Procedures

1. Introduction

Your views help us to improve our services, so if you think we could do better, we want to hear from you. We also like to know when you think we did something well, and if anything in particular impressed you.

2. How to make a comment or compliment?

If you have a comment, suggestion or compliment you can highlight this; in person via your course tutor or learning centre manager/programme manager; through completing your end of course evaluation form; or in writing/by email to EEVT Ltd (details below).

3. How to make a complaint - complaints procedure?

If you have a complaint about any aspect of our service including your course or work placement opportunity, you can make a complaint using the complaints procedure outlined below. Comments or complaints are dealt with professionally and, where possible, are treated in confidence. However, in order to investigate complaints thoroughly, it may be necessary to share details of what you say.

The procedure makes sure we properly look into your complaint and give you a considered response.

4. How long will it take?

We will acknowledge your complaint within 5 working days from the date of receipt and tell you how long it will take to give you a full reply. We try to respond quickly to complaints and will reply to you within 20 working days.

Sometimes, due to the complexity of your complaint we will not be able to meet this timescale. If this happens, we will write to you, and keep you fully informed of the progress being made.

5. Stage One

If you have a concern regarding any aspect of the service please speak to the appropriate member of staff as soon as possible, for example this could be your course tutor; internal verifier; learning & learner support adviser; or centre manager. Most concerns and complaints are quickly and successfully resolved in this way.

6. Stage Two

If it has not been possible to resolve your complaint at stage one, you may wish to consider progressing your complaint to the next stage. To do this you should make your complaint in writing or by telephone and asking to speak with the learning centre manager or programme manager (the manager). The manager will investigate the issues raised, try to resolve them and respond to you in writing. We aim to resolve your complaint within 5 working days and by 20 working days at the latest.

If you are unhappy with the outcome at stage two and before moving to stage three, the manager will contact you. This will help to establish if there is anything further that can be done to resolve your complaint. The manager may arrange to meet with you to discuss your complaint in person.

7. Stage Three

Finally, if the first two stages of the process have still not resolved your complaint, you may write to the Managing Director of EEVT Ltd to consider your complaint. The Managing Director will investigate and will make sure that your complaint is looked at again and that you are given a written response setting out the conclusions.

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The learner handbook also outlines our comments, compliments and complaints policy and includes details of how to make a complaint.

We will not investigate any issues or complaints which are subject to an awarding organisation's appeal or review process.

8. Putting things right

If we get something wrong, we will do our best to put it right. We will review our policies and procedures to try to stop it happening again.

We monitor complaints and will use this information to improve our services.

9. Contact details

Contact details for all comments, compliments and complaints are:-

In writing to:-

Steve Lawrence, Managing Director
25 Ramplings Avenue
Clacton on Sea
Essex
CO15 4BX

By email: steve@eevt.org

By telephone: 07522 386235

We can also provide our publications in alternative formats, including different languages, Braille, large print and audio. For more information or advice please contact us using the details above.

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Formal Complaint Form

This form, along with all necessary documentary evidence, should be sent to:

1. Personal Details		
Mr / Ms	Name:	MMU ID:
Course:		
Correspondence address:		
		Post Code
Contact Tel No:	Preferred email address:	

2. Disability, Specific Learning Difficulties or Long-term Health Conditions
<p>Are you Disabled or do you have a Specific Learning Difficulty (such as Dyslexia) or a long-term health condition that you believe is relevant to your complaint? <i>(Please select one of options):</i></p> <p><input type="checkbox"/> No, I do not – <i>Proceed to section 3</i></p> <p><input type="checkbox"/> Yes - <i>Please give further details below:</i></p>

3. Background
<p>Have you already taken any action or spoken to anyone in an attempt to resolve this matter?</p>
<p>If yes, please give details, including the outcome: <i>(Please attach any relevant correspondence)</i></p>

4. Details of your complaint
<p>The following sections will ask for details of your complaint. Please try to be as specific as possible.</p>
<p>Please explain the nature of your complaint, including details of incidents or events if appropriate:</p>
<p>What was the effect of this?</p>

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Please indicate what outcome or action you are seeking as a result of raising this complaint?

5. Important Information - Please Read Before Submitting

By submitting this form you agree to the following:

(a) Confidentiality

In accordance with the Data Protection Act 2018 and GDPR 2018, we are required to gain your consent to the following:-

- To hold some elements of the information you have provided on an electronic database;
- To disclose the information that you have provided to authorised members of the University staff as required for the reasonable purposes connected with the investigation of your case. In order to investigate fully, any member of staff mentioned in your complaint will be made aware of the issues you have raised and be given an opportunity to comment

(b) False Claims

You also need to be aware that making any false claims is a serious matter, which may have serious consequences. Please ensure that the information you have given in this complaint form is a true statement of facts.