

# Hampshire Training

## Complaints Policy

## Complaints Procedures

### 1. Overview

1.1 Hampshire Training is committed to providing an open and accountable quality service for all. One way in which we can continue to improve is by listening and responding positively to all complaints, by putting mistakes right and taking whatever steps possible to prevent further occurrences.

1.2 Hampshire Training aim to ensure that:

- a) Making a complaint is as easy as possible
- b) We deal with complaints promptly, politely, fairly, factually and confidentially [where appropriate]
- c) We deal with complaints as an expression of dissatisfaction with our services which calls for prompt response
- d) We respond in the right way, with explanation, apology or information as appropriate
- e) We review and learn from complaints thereby improving our service

1.3 We recognise that many concerns need to be raised informally and dealt with quickly. However if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy should be followed.

1.4 Complaints regarding teaching, assessment, administration and quality assurance are normally handled by Hampshire Training who are a Centre offering ITC qualifications.

1.5 If you are dissatisfied with a decision made by Hampshire Training you can then complain to the awarding body, ITC First.

### 2. Complaint or Appeal?

Next review due as appropriate

Reviewed March 2019

2.1 An appeal occurs when a judgement decision has been made. E.g. Candidates may appeal assessment decisions or Hampshire Training may appeal external verification decisions.

2.2 Any individual or organisation that is affected by an assessment decision made by Hampshire Training or ITC is eligible to take advantage of the appeals process.

2.3 The ITC Appeals Policy can be found on the home page of the ITC website. The Hampshire Training Appeals policy may be found on the Hampshire Training site or can be applied for directly.

### 3 Formal Complaints to Hampshire Training

3.1 This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently.

3.2 A formal complaint should be instigated if informal methods did not resolve the concern.

3.3 Hampshire Training will:

- a) Respond to the formal complaint in writing within 5 working days, stating the time period for a considered response [15 working days].
- b) Deal reasonably and sensitively to the complaint.
- c) Take action where appropriate.

3.4 The complainant should:

- a) Complain in writing
- b) Use the word 'complaint' to avoid any misinterpretation of any comment, or other statements or correspondence received.
- c) Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.

Next review as appropriate

d) Complain within 8 weeks of the occurrence.

3.5 Hampshire Training will investigate the subject matter of the complaint and reply in writing within 15 working days.

3.6 If the complainant is not satisfied with the response then they can write directly to Hampshire Training for review and if still not satisfied can complain to ITC Awards Manager who will follow ITC published procedures for handling complaints.

3.7 If learners are dissatisfied with the Centre and ITC First response to their complaints then the complaint may be raised to the regulator of the qualification on which they are registered (Ofqual for qualifications on the Regulated Qualifications Framework (RQF) OR SQA Accreditation for qualifications which have "SCQF" appearing in the title)

3.8 Note: external regulators (Ofqual, Welsh Government and SQA Accreditation) cannot overturn academic judgments or assessment decisions. The role of the regulators in an escalated appeal or complaint is to review how the process has been handled.

4.0 Hampshire Training will log any complaints received including the response and actions taken. These will be reviewed at the time of the complaints and annually for trends and preventative actions required.