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| <u>Doncaster Conferences Catering & Events</u> TRAINING ACADEMY | Section | TR007 |
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| | Date Created | 18/04/2018 |
| | Date Reviewed | 16/07/2019 |
| | Date Issued | 17/07/2019 |
| COMPLAINTS PROCEDURE | Created By | Ed & Skills Manager |

Doncaster Conferences Catering & Events take all complaints extremely serious and all staff are trained and committed to rectify any problem 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. Therefore, we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the IQA then please contact the Education & Skills Manager via one of the following options:

Call: 07786574485

E-mail: toni.illman@dclt.co.uk

Write to Toni Illman
Training Academy
Bond Street
Rossington
DN11 0BZ

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

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Doncaster Conferences Catering & Events ask that you raise your complaint as soon as possible after the event so that we can investigate fully. The Education & Skills Manager will investigate your complaint and respond to you within 7 working days

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 Chief Executive. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. Chief Executive

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will investigate in full and respond to you within 7 days unless it requires further investigation, should this be required you will be duly notified.

The Chief Executive can be contacted via:

E-mail: Michael.hart@dclt.co.uk

Write to: Michael Hart
The Dome
Bawtry Road
Doncaster
DN4 7PD

This will be the final route of escalation within our company.

Awarding Bodies

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 Awarding Organisation directly.

Highfield Awarding Body for Compliance (HABC) and their complaint policy can be located on their website: **www.highfieldabc.com**.

Alternatively, please speak to the HABC team on 0845 2260350.

ActiveIQ complaint policy can be located on their website: www.activeIQ.co.uk

Alternatively, please speak to the ActiveIQ team on 01480 467950

Should you address your complaint to the awarding body and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Doncaster Conferences Catering & Events or the Awarding Organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of Doncaster Conferences Catering & Events or the Awarding Organisation, and the relevant qualification regulator then you do have one final route of complaint. Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: **www.spsso.org.uk**

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Apprenticeship Standards

If your complaint relates to apprentice standard delivery and you are unhappy with the response from DCCE then you can 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 will contact you direct.

If you have any queries about the contents of this policy, please contact the Education & Skills Manager directly on 07786574485 or email toni.illman@dclt.co.uk