



Policy & Procedure for Complaints & Grievances

Policy/Procedure	Person Responsible	Version	Issue Date	Latest Review Date	Next Review Due	Approved for Issue by	Page
Complaints and Grievance	Managing Director	Issue 9	16.08.20	07.11.23	November 2024	D Dobson	1 of 9

Contents:**Page:**

Scope	3-4
Formal Complaint Process	4
Escalation of Complaints	5-6
Complaints Handling Form	7-9

Policy/Procedure	Person Responsible	Version	Issue Date	Latest Review Date	Next Review Due	Approved for Issue by	Page
Complaints and Grievance	Managing Director	Issue 9	16.08.20	07.11.23	November 2024	D Dobson	2 of 9

Scope

This policy covers complaints and grievances by learners, staff, tutors, clients, and any other relevant stakeholder.

Evolution Training and Consultancy Services Limited is committed to providing a quality service for all types of its clients and customers, in addition to working in an open and accountable way that builds the trust and respect of all.

One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, learners, customers, and stakeholders, and in particular by responding positively to complaints and grievances.

Therefore, we aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely, and confidentially
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- Resolve informal concerns quickly
- Keep matters low-key
- Enable mediation between the complainant and the individual to whom the complaint has been referred

An informal approach and response may be appropriate when it can be achieved, but if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Definition

Evolution Training and Consultancy Limited defines a complaint as any expression of dissatisfaction with Evolution Training and Consultancy Services Limited or with a member of staff that relates to Evolution Training and Consultancy Services Limited and that requires a formal response. The policy does not apply to academic appeals and for matters relating to assessment decision appeals the company Appeals Policy and Procedure must be referred to.

Purpose

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

Policy/Procedure	Person Responsible	Version	Issue Date	Latest Review Date	Next Review Due	Approved for Issue by	Page
Complaints and Grievance	Managing Director	Issue 9	16.08.20	07.11.23	November 2024	D Dobson	3 of 9

Evolution Training & Consultancy Services Limited's responsibility will be to:

- Acknowledge receipt of the formal complaint in writing
- Deal reasonably and sensitively with the complaint
- Take action where appropriate
- Respond to the complainant within 15 working days regarding any actions Evolution Training and Consultancy Services Limited take to resolve the complaint

A complainant's responsibility is to:

- Bring their complaint, in writing, to Evolution Training and Consultancy Services Limited's attention as quickly as possible
- Raise the complaint within 8 weeks of the issue arising
- Explain the problem as clearly and as fully as possible, including any action taken to date
- Allow Evolution Training and Consultancy Services Limited 15 working days to provide a response
- Recognise that some circumstances may be beyond Evolution Training and Consultancy Services Limited's control

Responsibility for Action

All Staff and Directors of Evolution Training and Consultancy Services Limited.

Confidentiality

As far as is reasonably possible, every attempt will be made to ensure that both the complainant and Evolution Training and Consultancy Services Limited maintain confidentiality. However, there are circumstances where it may not be possible or appropriate, to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

A copy of the complaint will be provided to the individuals who are subject to the complaint where appropriate as part of the complaint investigation.

Formal Complaints Process

The Complaints procedure is as follows:

Evolution Training & Consultancy Services Limited ask that the complaint is raised as soon as possible after the event so that we have the opportunity to investigate fully and will respond within 15 working days.

Policy/Procedure	Person Responsible	Version	Issue Date	Latest Review Date	Next Review Due	Approved for Issue by	Page
Complaints and Grievance	Managing Director	Issue 9	16.08.20	07.11.23	November 2024	D Dobson	4 of 9

Informal Stage - 1

1. Informal complaints should be made via the Tutor, or Supervisor of programme, test, or exam, initially to see if it can be resolved without resorting to the Formal Complaints Procedure.
2. The informal complaint should be reported to the Lead Administrator, acting as Investigation Officer, by the complainant via email or by phone or in person.
3. If Informal resolution is not possible, the complainant should contact Evolution Training and Consultancy Services Limited by email or by phone or in person and make a formal complaint; at this point Evolution Training and Consultancy Services Limited, General Manager will send the complainant the relevant complaint form.

Formal Stage – 2

1. If the informal stage -1 has not found resolution to the complaint, the complainant is able to proceed to the formal stage – 2. The complainant must complete the **Complaints Handling Form** providing as much detail as possible, and the reason why the complaint has not been resolved at informal stage -1
2. Evolution Training and Consultancy Services Limited will send the complainant a case specific written acknowledgement to the complaint within 2 working days of receipt.
3. The complaint will be referred to the General Manager as Investigation Officer, to be investigated and resolved where possible.
4. The Investigation Officer will deal with the complaint accordingly. Those involved in the complaint will have the right to attend any meetings to express their views in person.
5. If the complaint cannot be satisfactorily resolved by the Investigation Officer, the complainant will be advised of their next and most appropriate course of action.

Appeal of Formal Stage - 2

1. If it is not possible to resolve a complaint to the complainant's satisfaction, the complainant may appeal the decision within 10 working days of the outcome of Formal Stage – 2
2. The complainant must make the Investigating Officer aware of the decision to appeal.
3. Evolution Training and Consultancy Services Limited will send acknowledgement of the appeal within 2 working days of receipt.
4. This will be the final route of escalation within our company. Therefore, if the complainant remains unhappy after following Evolution Training and Consultancy Services Limited's internal complaints

Policy/Procedure	Person Responsible	Version	Issue Date	Latest Review Date	Next Review Due	Approved for Issue by	Page
Complaints and Grievance	Managing Director	Issue 9	16.08.20	07.11.23	November 2024	D Dobson	5 of 9

Procedure, and the complaint refers to services received relating to a course and/or achieving a qualification, the complainant has the right to contact external agencies or regulators relevant to the complaint. See below for examples;

- Awarding Organisations (NOCN, CITB, Highfields, NCFE)
- The Education Skills and Funding Agency (ESFA)
- Office of Qualifications and Examinations Regulation (OFQUAL)

5. Should you address your complaint to an Awarding Organisation and remain unhappy with the outcome, you may then raise your complaint to the relevant qualification regulator. Either a representative of Evolution Training & Consultancy Services Limited or the Awarding Organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

Investigation Officer:	Informal	1 st Formal	2 nd Formal
Staff	Lead Administrator	General Manager	Managing Director
Delegates	Lead Administrator	General Manager	Managing Director
Tutors	Lead Administrator	General Manager	Managing Director
Clients	Lead Administrator	General Manager	Managing Director

Signed: D Dobson

Date: 7th November 2023

Position: Managing Director

Policy/Procedure	Person Responsible	Version	Issue Date	Latest Review Date	Next Review Due	Approved for Issue by	Page
Complaints and Grievance	Managing Director	Issue 9	16.08.20	07.11.23	November 2024	D Dobson	6 of 9

Complaints Handling Form (DOC 1)

Evolution Training and Consultancy Services Limited recognises that there may be times when individuals, candidates, learners, or customers feel aggrieved and wish to complain about matters other than examinations, tests, and assessment decisions (which are handled through the centre's appeal procedure).

Section 1 of this form must be completed by the complainant and sent via email, post or in person to the relevant assigned Investigation Officer.

Section 1	
Name of Complainant:	
Company (if necessary):	
Date/s of Incident:	
Describe the nature of your complaint as fully as possible (attach more sheets if needed):	

Policy/Procedure	Person Responsible	Version	Issue Date	Latest Review Date	Next Review Due	Approved for Issue by	Page
Complaints and Grievance	Managing Director	Issue 9	16.08.20	07.11.23	November 2024	D Dobson	7 of 9

Customer Outcome:	
As a result of making this complaint is there any outcome you would like? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, please provide details below	
Complainant Signature:	
Date:	
Section 2	
Centre Comments and Recommendations.	
Name:	

Policy/Procedure	Person Responsible	Version	Issue Date	Latest Review Date	Next Review Due	Approved for Issue by	Page
Complaints and Grievance	Managing Director	Issue 9	16.08.20	07.11.23	November 2024	D Dobson	8 of 9

Signature:		Date:	
Section 3			
Investigation Outcome:			
Investigation Completed and signed off.			
Name:			
Signature:		Date:	

Policy/Procedure	Person Responsible	Version	Issue Date	Latest Review Date	Next Review Due	Approved for Issue by	Page
Complaints and Grievance	Managing Director	Issue 9	16.08.20	07.11.23	November 2024	D Dobson	9 of 9