



COMPLAINTS AND FEEDBACK POLICY

| | |
|------------------------------------|--|
| Date Last Reviewed | December 2023 |
| Date Effective From | 6th January 2024 |
| Date of Next Planned Review | December 2024 |
| Signed | Natalie King, Managing Director |

Rationale:

AccXel encourages feedback from all learners, clients, and stakeholders. By analysing feedback and complaints, we can maintain good practice and identify any improvements we can make. AccXel is committed to openness and transparency by providing well publicised, accessible information on how to give feedback or make a complaint. Any complaints or compliments will be dealt with courtesy, fairness, and objectivity, through the AccXel process and procedure.

There are several options available to provide feedback:

- Learner and employer surveys
- Learner reviews
- By emailing: any member of AccXel staff or through info@accxel.co.uk
- By writing in confidence to: Natalie King, AccXel, Whimsey Industrial Estate, Steam Mills Rd, Cinderford GL14 3JA
- The responsibility for implementing this procedure lies with the Managing Director, Natalie King.

Complaints:

Complaints can be raised by any learner, parent, employer, visitor, or member of the community who is unhappy with our service. AccXel operates a staged complaints procedure which is outlined in this policy. Staff and learners must be informed during their induction, that they have the right to refer a complaint to the relevant external body once they have exhausted the internal procedures.

Confidentiality will be observed throughout the process. We will follow the guidelines of the Data Protection Policy and the Data Protection Act 1998.

AccXel does not accept or act upon anonymous complaints. AccXel will not collect all information for investigation from such complaints and respond. In exceptional circumstances where there is a possible risk to staff, learners or the public, we will act on anonymous correspondence.

Where a provoking or malicious complaint (a complaint which is deemed unreasonable or untrue) has been put forward in an attempt to abuse this procedure, or to attack the good name or reputation of another person, AccXel reserves the right to terminate the investigation of a complaint.

If the complainant wishes for someone else to raise concerns with us, AccXel has a legal obligation under the Data Protection Act 1998 regarding sharing information with third parties. Therefore, in some circumstances AccXel will require written permission to share this information with them. Before permission is given to share information with others, the complainant must consider whether our response will include any sensitive information. The complainant is required to contact us in advance to tell us which sensitive information we can and cannot share.

Collective/group complaints are expected to identify how everyone has been personally affected by the issues of the complaint. Those named in the complaint must agree with the content of the complaint before it is submitted and individually sign to confirm their agreement. Only the nominated spokesperson will receive communication/correspondence from AccXel.

Complaints Procedure:

This procedure describes how AccXel will respond to a complaint to resolve it to the satisfaction of the complainant, prevent recurrence and improve the quality of service. It applies to complaints made by any learner, parent, employer, visitor, or member of the community using or affected by AccXel

services or facilities. It covers all complaints unless the complaint is covered by a specific procedure. This will be identified by the member of staff dealing with the complaint.

1. Many issues or problems can be resolved informally by approaching the member of staff involved, or their line manager. The complainant must first approach the member of staff who seems best able to deal with the matter or they feel most comfortable with. This can be done verbally or in writing. This member of staff will inform the Managing Director and attempt to resolve the matter informally. Alternatively, the Managing Director can be contacted directly (natalie.king@accxel.co.uk). They will advise on how best to make the complaint. AccXel encourages feedback from learners via several on-programme methods, including surveys and tutorials; these can also be used to feedback issues.
2. If a resolution has not been agreed informally the complaint must be sent in writing (letter or email) to the Managing Director within ten working days of the decision from stage one being received. A member of staff will assist the complainant if necessary. Receipt of the complaint will be made within five working days of the complaint being received. The complaint will then be investigated by the Managing Director. This is likely to involve all parties being interviewed. The investigation will be completed within 15 days (excluding exceptional circumstances) and decision will be communicated in writing to all parties.
3. Should the complaint not be resolved at this stage, an appeal must be sent in writing (letter or email) to Nicola Bird, Chief Operating Officer (COO) of K W Bell Group (nbird@kwbell.co.uk) within ten working days of the decision from stage 2. A member of staff will assist the complainant if necessary. Receipt of complaint will be made within five working days of the complaint being received. The complaint will then be investigated by the COO. This is likely to involve all parties being interviewed. The investigation will be completed within 15 days (excluding exceptional circumstances) and decision will be communicated in writing to all parties.
4. Should the complaint still not be resolved then it will need to be referred to a third party. This could be an awarding body in the case of a complaint being linked to an accredited qualification. It may be appropriate to ask another training provider to investigate the complaint. Or where AccXel is receiving direct funding the Education and Skills Funding Agency (ESFA) will be asked to intervene. In all cases the complaints procedure must have been followed to its final step. If a complainant is not happy with the outcome of an appeal,

they may contact the ESFA. Complaints to the ESFA must be emailed to: customer.complaints@education.gov.uk or submitted via letter to:

Customer Service Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

Time limits:

AccXel Ltd will endeavour to resolve complaints as expeditiously as possible and the time limits set out within this procedure offer a general indication of how long it will take. However, it may not always be practicable to adhere to a particular timescale, for example, because of holidays or illness or other intervening causes, in which case complainants will be given a written progress report and an estimate of the revised timescale. A complaint should be initiated within one month of the event or circumstances which are its cause.

Representation and confidentiality:

A complainant may be accompanied by a friend (the term includes a representative of the Students' Union or Trades Union Representative) at any stage in the procedure. The friend may speak on behalf of the complainant. The person presiding over the relevant level of complaint (e.g. Managing Director) must be notified of the name of the friend, not less than 5 working days before the friend's first involvement. In general, those about whom complaints have been made have a right to know what is being claimed and who is making the complaint. Where a complaint becomes formal and is made in writing therefore, a copy will normally be supplied to the person who is being complained about and that person will have the right to be accompanied by a friend in any related investigation. If complainants are concerned about protecting their anonymity, they are advised to contact the Managing Director.

Registering a Complaint:

All formal complaints will be registered in a file using the complaint reference number as identification to show the status of the complaint. Any correspondence for the complaint must be in this file. Written documents are to be scanned and stored in the electronic file. The information will be saved until the enquiry and route cause into the complaint has been completed. On resolution of the complaint and being closed on the register the evidence will be reviewed for disposal and a note added to the register for the conclusion.

To view and/or download a digital copy of the Complaints and Feedback Policy, please visit our website: [Student wellbeing and safeguarding - AccXel](#).

This policy has been agreed by the AccXel senior management team and agreed. It will be reviewed every year or after significant changes to the centre's business or staff.

Signed:

Natalie King

Date: 06/01/2024