

# Complaints & Appeals Procedure

## Overview

Not all of Projecting Success's customers will be happy with the service that they have received, and a few may complain. These complaints can come in via several channels, such as letters, telephone calls and e-mails.

The staff member taking the complaint should always be friendly, polite and helpful; and try their best to resolve the problem if possible.

Ideally, it would be preferred that the issue was dealt with informally, but it is understood that this is not always possible. If the issue cannot be solved immediately, this will need to be referred to by the Customer Complaints team. Email [rebeccabf@projectingsuccess.co.uk](mailto:rebeccabf@projectingsuccess.co.uk)

## Complaints Procedure

- 1) Customer Complaint Report received (from Employer, Candidate or other source) (see Appendix A for Customer Complaint Report)
- 2) Complaint form and accompanying documentation saved to SharePoint.
- 3) Projecting Success acknowledges complaint within 2 working days via email (see Appendix B)
- 4) Projecting Success will commence the complaint investigation. This will involve the following:
  1. The Delivery Team will review all the evidence reported on the complaints form
  2. Document the evidence accordingly including all dates of activity
  3. Update the complaints form with findings
- 5) Arrange a meeting with the Complaints Team to discuss and hopefully resolve the complaint
- 6) The Complaints Team will review all evidence and draw conclusions as to where improvements are needed and/or Actions required
- 7) Complainant advised of outcome and resolution of complaint
- 8) HR updates the Complaints form and distributes it to members of the Complaints team along with any correspondence from the complainant
- 9) HR files complaint
- 10) At this stage, if the complaint has not been resolved to the complainant's satisfaction, they can write to the Company Director where the complaint will be reviewed
- 11) Once resolved, the complaints form will be updated and the complainant advised of the outcome/resolution

## Appealing Against a Decision

If the learner does not agree with the decision outcome, they have the right to be independent

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review, which must be made within 15 working days of the decision.

The independent review will be conducted by someone who is not a Projecting Success employee but has the relevant competence to judge the appeal. This may involve further discussions with both parties involved in the appeal.

The Learner will be notified of the outcome 20 working days after receipt of the independent review request.

The independent Reviewer's decision is final regarding the extent to which Projecting Success consider the appeal. Should the appeal party still be dissatisfied, they have the right to raise this directly with the relevant Regulator (this applies to regulated qualifications only).

### **Appealing Against the End Point Assessment Organisation (EPAO)**

If learners do not agree with a decision outcome, learners are able to complain directly to the EPAO, please speak to your Tutor or any member of the Projecting Success Team for detailed guidance on Appealing decisions with the EPAO decisions.

**NB this Policy will be reviewed and monitored every 12 months.**

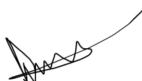
To whom it may concern:

I can confirm as a member of the Senior Leadership Team that I fully agree with the content of this policy as part of the annual review.

Name: David Matthews

Position: Apprenticeship Operations Manager

Signature:



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## Appendix A

### Projecting Success Customer Complaint Report

Organisation/Person	<Name>		Date	
Address			Postcode	
Phone		Email		
Staff member who took complaint		Investigating Officer		

<b>Details:</b>	
<b>Investigation findings:</b>	
<b>Conclusions:</b>	
<b>Actions:</b>	
1.	Due:
2.	Due:
3.	Due:
4.	Due:
<b>Notes on Completion:</b> <After the Project/Operations Manager has spoken to the client who has lodged the complaint, there should be some additional comments following resolution.>	
Managers Name	Date

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