



KLP – 008 Learner Complaints Procedure

LEARNER COMPLAINTS PROCEDURE

Introduction – Complaints policy

The following principles underpin this policy and are in accord with Group Horizon Mission Statement.

At Group Horizon, we strive to deliver a high quality service to all of our learners, across all programmes. However, we recognise that we don't always get it right and therefore we welcome complaints, compliments or comments in order that we can change and improve our service.

Group Horizon and its employees aim to handle complaints in a fair and efficient way, to treat complaints with seriousness, sympathy and confidentiality in order to facilitate early resolution. This allows the company to benefit and learn from the experience.

HOW TO COMPLAIN

This procedure outlines a simple route to be pursued by any learner or user depending upon the seriousness of the complaint. The following list indicates examples of the type of complaint covered by this procedure.

- Misinformed about the path of study/course details
- Poor teaching/assessing methods
- Insufficient or poor facilities
- The behaviour of a member of staff
- A failure in the level of service delivery
- Lack of support from own employer or from Group Horizon Assessor team (best known as barriers to assessment)
- Not being informed regularly of their progress whilst on their chosen scheme of training

Learners should note that this is not an exhaustive list simply an example of possible areas of complaint.

The learner should remember that complaints may not always produce the desired outcome, for instance policy decisions or resourcing beyond the company's control may affect the level of service provided.

However, whatever the decision, we will undertake to inform you of the result of a complaint and the reasons for it

The complaints procedure

If a learner is dissatisfied with the service that he/she is receiving from Group Horizon then the following procedure must be carried out:

1. The learner must put in writing the detailed information of their complaint Within 7 working days of making a complaint.
2. The complaint must be addressed directly to the Lead Internal Verifier. A copy of the written complaint will be forwarded to the Strand lead and the Quality Manager. All complaints will be logged to indicate the date they arrived.
3. The Lead IV will respond to the written complaint within 10 working days to acknowledge receipt of the complaint; response to be copied to the Quality Manager.
4. A full investigation of the complaint will be independently carried out by the Lead Internal Verifier and the findings be reported back to the Assessor/Tutor within 30 working days from the date the complaint was received.
5. The Lead Internal Verifier will send a full written response back to the learner within 10 working days once the findings have been made.
6. The learner will have an additional 10 working days to respond to the findings and will be required to confirm that they agreed or disagreed with the outcome in writing.
7. If the learner is still dissatisfied, then an interview will be arranged with the Quality Manager within 10 working days on receipt of the acknowledgement of the learner's letter reference the investigation findings.
8. The outcome of the interview must be recorded in detail and the learner must have a representative present throughout the meeting.
9. If the learner is still dissatisfied with the outcome, the complaint may be passed to the Awarding Body who will resolve the matter by conducting further interviews. This will be achieved within 10 working days after the first interview has been conducted.
10. All Complaints are reported to the Quality Manager and recorded in order to monitor any trends and look at ways of further improving our service.

SUMMARY FLOW CHART OF COMPLAINTS PROCEDURE



