



# **Complaints Policy and Procedure**

Learning and Short Courses

28<sup>th</sup> June 2024



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## 1. Introduction

This document describes the complaints policy for QA learning and short courses. The policy may be used by current and prospective learners. The objective of the policy is to ensure that complaints are dealt with fairly and appropriately and are given careful consideration.

QA's Experience Management team has overall responsibility for the complaints policy. It monitors the complaints received and the effectiveness of the policy in addressing them. The Experience Management team will review any common causes or patterns of complaints which emerge and work with colleagues to improve procedures, systems, and processes.

## 2. What this policy covers

This is a single complaints policy which can be used to complain about the service standards a learner experiences whilst studying courses purchased from and delivered by QA Ltd. For the purposes of this policy, a complaint is defined as an expression of dissatisfaction by one or more learners about a certain action, or lack of action, taken by QA, or about the standard of service provided by QA.

## 3. Routes for those who are dissatisfied

### 3.1 End of Course Survey – informal escalation

QA has an immediate route for learners to provide feedback at the end of their course via the End of Course Survey. This feedback is reviewed each working day by our Customer Experience Specialists in the Experience Management team and the following action taken:

- I. Learners who give dissatisfied feedback are immediately (within the survey itself) asked if they would like a follow up call with a Customer Experience Specialist to expand on their experience and provide further context.
  - a. Those that accept this offer, are contacted by the Customer Experience Specialist asking for their availability, and a call is arranged.
  - b. Those that decline the offer are not contacted by the Customer Experience Specialist but their feedback is referred to the appropriate team as outlined in 2 and 3.
- II. In all cases, dissatisfied feedback is raised to the customer Account Manager for visibility.
- III. Dissatisfied feedback from Managed Learning Services customers is fed into the Service Delivery Team to discuss with the learner and/or the customer stakeholder.

### 3.2 Escalation of survey feedback to a complaint

It is anticipated that most issues will be resolved with the member of staff concerned. If further investigation is required, the stakeholder/learner can contact [QALcomplaints@qa.com](mailto:QALcomplaints@qa.com)



explaining that they would like to escalate their issue to a complaint. The complainant will be asked to fill in a formal complaint form outlining the situation as clearly and as fully as possible, including personal details, event number, times and dates and proposed resolution sought. The complaint will then be supported by the Customer Experience Specialist.

When the form is received, the Customer Experience Specialist will acknowledge receipt of the communication within one working day, and then attempt to facilitate communication between the learner and the subject of the complaint. Complainants should allow sufficient time to investigate or remedy the issue, which may vary according to the nature of the complaint, but a first response will be made within five working days.

### 3.3 Direct Complaints

In some cases, learners will wish to make a formal complaint to QA outside of the survey process. The Formal Complaint Form should be completed in enough detail to enable it to be thoroughly investigated. The Formal Complaint Form should be sent to [QALcomplaints@qa.com](mailto:QALcomplaints@qa.com).

Upon receipt of the formal complaint form, QA Customer Experience Team will:

- I. conduct an initial assessment of the issue and assign the complaint to a relevant person for ownership and investigation. The complainant will receive acknowledgment of receipt of their form within one working day.
- II. To investigate the formal complaint, the investigator may request further information or to speak to the complainant. The complainant may bring a friend, or colleague (not normally a legal advisor) to any discussion.
- III. If a learner fails to respond to a communication from the Complaints team, or the investigating officer, after ten working days the complaint will be considered closed, unless the complainant is able to supply evidence of mitigating circumstances that explain why they could not respond in that time.
- IV. Complainants should allow sufficient time for QA to investigate or remedy the formal complaint, which may vary according to the nature of the issue. An initial response will be made within five working days detailing how the complaint is progressing, and, if appropriate, the steps being taken to resolve the matter so far.
- V. If the timescale becomes extended the complainant will be informed of the progress made, and a new investigating time frame and action plan agreed, which will normally be within twenty working days of the original formal complaint being received.



## **4. Enhancement and improvement**

Feedback from surveys and complaints are logged and reviewed on a regular basis. The Experience Management Team maintains an Experience Improvement Plan, the progress of which is reported to Senior Management Team outlining any areas for improvement based on the nature of the feedback and complaints received.

## 5. Version Control

Version	Issue Date	Author	Description of Change
1.0	September 2023	Louise Hagan	New Policy
1.1	March 2024	Louise Evans	Amended to reflect new procedure
1.3	June 2024	Louise Evans	New branding applied



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