



**VARSITY
TRAINING**

Professional
Health Care Education

Complaints Policy and Procedure

Updated: July 2022



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Purpose statement

The policy provides a definition and examples of Complaints which may occur for a employer, provider or learner. However we recognise that we may receive complaints from any member of the public in relation to our services. The process for making a complaint is described, although we do expect a learner to follow the Varsity Training process in the first instance before referring to awarding body.

Responsibility

Our senior management team is responsible for this policy and plan, it will be reviewed on an annual basis. All staff are responsible in adhering to this policy and plan.

Definition

We aim to give everyone an excellent experience when dealing with Varsity Training, so we welcome your comments, suggestions and feedback about the service you have experienced when contacting us or when using any of our services.

Many matters can be resolved informally so do contact the Management Team on +44 (0) 1934 808591 or email enquiries@varsitytraining.co.uk as we may be able to iron out the problem straight away. But if you feel the problem needs to be put on a more official footing, please follow the process below.

A complaint is an expression of dissatisfaction from you about our services or the complaints-handling process itself where it's clear that you expect us to identify the cause of the problem and to take some kind of remedial action.

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, when appropriate, confidentially
- we respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- we learn from complaints and feedback and we use them to improve on our service

It is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaint:

- incorrect invoicing
- certificate spelling errors
- lack of response to queries
- unable to unsubscribe to emails
- Website issues
- delay with receipt of certificates
- non-compliance with stated Varsity Training process e.g. not adhering to published timescales or processes

Investigation and Outcome

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

Varsity Training's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated.

We'll acknowledge your complaint within 2 working days and let you know who will be dealing with it. We will appoint an appropriate person to investigate the matter on your behalf. We aim to resolve complaints within 8 working days but if it's going to take longer than that we'll keep you fully informed.

Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.

Five Stage Complaints Procedure

Stage One

If you have a complaint in relation to the service you have received from Varsity Training please raise your concern by emailing vtregulation@varsitytraining.co.uk, explaining the problem as clearly and fully as possible, including any action taken so far. You can also contact your named assessor directly. You can also contact the management team, by phoning +44 (0)1934 808591.

Additional information for:

Learners - In the first instance you must try and resolve your complaint with Varsity Training's internal Complaints policy. If after exhausting the Varsity Training centre policy you still feel the problem needs to be escalated then please raise your concern with the awarding body.

Stage Two

If you are not satisfied with the response you receive to your complaint, you can take the matter further by contacting the Quality Manager of Varsity Training by emailing vtregulation@varsitytraining.co.uk setting out why you are dissatisfied.

The Quality Manager of Varsity Training will undertake a full review of the original complaint, the evidence collected by the person who investigated the matter on your behalf and their initial response. Consultation with all parties will take place to provide you with Varsity Training's response and any further actions that may need to be taken.

Stage Three

If you are still not satisfied with the response you receive from the Director of Varsity Training you can take the matter further by contacting the programme awarding body external assessor.

Stage Four

Once a decision has been reached within stage three of the process this will be brought to the Quality Management panel. The apprentice and an employer representative will be present at the meeting and a review of the decision and the process will be made.

Stage Five (Final Stage)

If the situation has still not been resolved the complaint will be brought to the Directors of Varsity Training who will make a final decision.

Confidentiality

Except in exceptional circumstances, we will try to ensure that your complaint remains confidential, but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In these situations we will discuss this with you.


Continuous Improvement

All complaints are reported and reviewed internally each month. They are also reviewed by the Management team which meets quarterly to ensure our qualifications and programmes are accessible to all whilst maintaining quality in implementation. A quarterly summary report of all complaints received is submitted to the awarding bodies for review.

We aim to improve our business processes and our response to customers in the light of learning from the feedback we receive.

This policy is owned and maintained by our Operations Manager and Director who hold responsibility for reviewing and updating this policy on an annual basis.

Name of reviewer: D Wright

Signature: 

Date of review: 28/07/2022

Next review due date: 28/07/2023