

## Complaints Procedure - Training

### 1. Introduction

FeRFA is committed to providing a quality service for learners and employers. This procedure is designed to provide an opportunity for employers/learners to make complaints to FeRFA about its training services.

One of the ways in which we can continue to improve our service is by listening and responding to the views of learners and employers.

FeRFA will ensure that a set of procedures exists to deal speedily with such complaints in a fair and equitable manner.

The intention behind the Complaints Procedure is to:

- Improve the service FeRFA provides to learners and their employers.
- Clarify for staff, employers and learners the procedures for handling complaints.
- Encourage clients to seek means of resolving problems without further or more formal procedures.
- Provide where appropriate means of recording both the nature of complaints and the effectiveness of their resolutions.
- Encourage a regular process of monitoring and reviewing records within the quality assurance framework.

### 2. The difference between a concern and a complaint

A complaint is treated as a clear expression of dissatisfaction with our service which calls for a response. Any complaint is treated seriously - whether it is made in person, by telephone, by letter, by fax, or by email.

Complaints are dealt with promptly, politely and, where appropriate, informally (for example, by telephone).

Responses are conducted in the right way: for example, with an explanation, an apology where necessary, or with information on any action to be taken.

FeRFA will thoroughly investigate any complaint, whether informal or formal, relating to the day-to-day operation of the standards of service we provide.

A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures. FeRFA will take informal concerns seriously and make every effort to resolve the matter as quickly as possible.

There are occasions when complainants would like to raise their concerns formally. In those cases, please follow the formal Complaints Procedure outlined within the procedure.

### **3. Procedure**

Complaints need to be considered and resolved as quickly, and efficiently as possible:

- You have the right to question and challenge the assessment decision made by an assessor.
- Learners or their representative who wish to make a complaint should do so within 25 working days of the event.
- The complaint should be submitted via email to [secretariat@ferfa.org.uk](mailto:secretariat@ferfa.org.uk) and full details of the complaint provided. Supporting evidence may be provided.
- FeRFA will acknowledge receipt of your complaint within 3 working days of receipt.
- FeRFA will review the complaint and the complainant will be informed if the complaint is in or out of scope within 5 working days of receipt. If the complaint is appropriate to be investigated by FeRFA then a member of the FeRFA team will be nominated to investigate the matter.
- The complainant will be informed in writing within 25 working days of receipt, of the result of the complaint and how the matter will / has been resolved, if appropriate. If the complaint is upheld FeRFA will consider appropriate measures to correct the issue to prevent a reoccurrence.
- Should the complainant not be satisfied with the outcome they may pursue an appeal to the Chief Executive by contacting them by email ([secretariat@ferfa.org.uk](mailto:secretariat@ferfa.org.uk)) putting their complaint, the circumstances and why they are dissatisfied with the response. The Association's Chief Executive will reply to the appeal within 25 working days of receipt. This decision will be final.

Note: FeRFA's aim is to meet all stated timescales, but there may be circumstances that prevent them from being met. In such cases, FeRFA will advise you and keep you informed of progress.