

## Complaints Policy

The Complaints Procedure is in place so that you can alert us to times or situations where we may have let you down. This process provides welcome feedback to help improve services for learners in partnership with The Skills Centre.

The opportunity for feedback is contained within your learning documents but should you require more in-depth information on the procedure, please contact the Head of Assessment for more information (Tim Collins [tim.collins@theskillscentre.co.uk](mailto:tim.collins@theskillscentre.co.uk)).

We have tried to make our complaints process easy to understand and use.

### The Informal Approach

One of the main reasons why people become unhappy with the service they receive is that they feel nobody is listening to them. Usually, problems can be sorted out by explaining the situation to someone and discussing ways forward. We call this the informal approach, and we recommend you start here.

### Who Can I Talk To?

This may depend on what the complaint is about. Your Vocational Tutor might be the person to talk to first, or you may prefer to arrange to talk to the Head of Assessment who is responsible for the assessment quality of our programme – Tim Collins [tim.collins@theskillscentre.co.uk](mailto:tim.collins@theskillscentre.co.uk).

There are other people who can advise you. You could speak to:

- Your Learner Support Coordinator
- The Skills Centre Operations Manager
- The Skills Centre Operations Director
- Or any other member of The Skills Centre team you feel comfortable talking to. If you speak with any member of staff, they will be able to provide the name and contact details for the relevant person.

### The Formal Approach

If you have tried the informal approach and still aren't happy, you may initiate the formal approach. You should contact the Customer Support Department by letter (Customer Support, The Skills Centre Ltd, Unit 7 Cae Gwyrdd, Green Meadow Springs, Cardiff CF15 7AB) or email [customer.support@theskillscentre.co.uk](mailto:customer.support@theskillscentre.co.uk).

An initial investigation of the complaint will be completed within ten working days and sent to you.

### What if I Don't Agree with the Outcome?

If you are not satisfied with the outcome of your complaint, you can appeal against the decision. To do this, you must write to the Head of Assessment, Tim Collins ([tim.collins@theskillscentre.co.uk](mailto:tim.collins@theskillscentre.co.uk)) within ten working days of the date of the complaint response letter, outlining the basis of your appeal. The Head of Assessment will review your case and respond within ten working days of receiving your appeal letter.

### **I'm Still Not Satisfied. What's the Next Step?**

If you feel we have not resolved the problem satisfactorily, you may complain to: the Operations Director, The Skills Centre, Unit 7 Cae Gwyrdd, Green Meadow Springs, Cardiff CF15 7AB.

If you are not satisfied by the final response from The Skills Centre, you can escalate the complaint or appeal, in writing, to your Awarding Body. The Awarding Bodies we work with include: CITB, Pearson, ProQual, SQA, NOCN, NCFE, Highfield, and AIM Qualifications. Details of these Awarding Bodies can be supplied on request.

If your Awarding Body cannot resolve your complaint then you have the right to escalate to the qualification regulatory body, Ofqual.

### **Record Retention Period**

Records of complaints will be retained for three academic years.