

Complaints Policy

Updated:- 22 February 2022
Review: - 6 December 2022
Version: 22-02-1.0

Our aim:

Dynamic Training UK Limited is committed to providing a quality service and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore, 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, with an explanation, or an apology where we have got things wrong, or information on any action taken etc
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

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

Dynamic Training UK Ltd's responsibility will be to:

- acknowledge the formal complaint in writing
- respond within a stated period of time
- deal reasonably and sensitively with the complaint
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint in writing to Dynamic Training UK Ltd's attention, normally within 8 weeks of the issue arising
- raise concerns promptly and directly with the management
- explain the problem as clearly and as fully as possible, including any action taken to date
- allow Dynamic Training a reasonable time to deal with the matter
- recognise that some circumstances may be beyond Dynamic Training UK Ltd control.

Responsibility for Action: Management

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Dynamic Training UK Ltd maintain confidentiality, however the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (each complaint will be judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: Dynamic Training UK Ltd's board of directors will receive quarterly, an anonymized report of complaints made and their resolution. This complaints policy will be reviewed annually by the Board of Directors and amended as is necessary and any such changes will be communicated to all learners and staff.

Stage 1

In the first instance, if you are unable to resolve the issue informally, please complete either of the complaints forms that can be found on our website <https://www.dynamictraining.org.uk/about-us/our-policies/complaints-policy/> and email to complaints@dynamictraining.org.uk or if you would like to speak to a member of the Dynamic team, please call our Uxbridge Office on 0208 607 7850 between the hours of 09:30-11:30am, Monday-Friday. Our team member will take your details and an overview of the complaint.

Our complaint form is also available in an easy read version. Both versions can be found on our website at:

<https://www.dynamictraining.org.uk/about-us/our-policies/complaints-policy/>

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days.

Stage 2

If you are not satisfied with the initial response to the complaint, then you can write to Dynamic Training UK Ltd's Board of Directors and ask for your complaint and the response to be reviewed. You can expect the Board of Directors to acknowledge your request within 4 working days of receipt and a response within 15 working days. Please write to Claire Gardner at email address: claire.gardner@dynamictraining.org.uk

Dynamic Training UK Ltd'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. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

If you are still dissatisfied with the outcome of your complaint, you can escalate your appeal to the Awarding Organisation with whom you are registered and further to the relevant Qualification Regulator.

Pearsons: Online: <https://qualifications.pearson.com/en/contact-us.html>

City & Guilds Email: feedbackandcomplaints@cityandguilds.com

CMI: Email: qualifications@managers.org.uk

NCFE Email: complaints@ncfe.org.uk

Highfield Qualifications Email: info@highfield.co.uk, 01302 363277

APM Email: complaints@apm.org.uk

IWFM Email: info@iwfm.org.uk

OCN Telephone: 020 7278 5511

If you have escalated your complaint with the organisation and do not have a satisfactory outcome please contact the ESFA through the apprenticeship helpdesk on 08000 150400 or nationalhelpdesk@apprenticeships.gov.uk