

# Compliments, Complaints & Appeals Policy & Procedure

## I. Policy Objectives

TSP Learn encourages and welcomes feedback from all of our customers, our employers and our learners. This feedback is taken seriously and we value it as it helps to inform us when we get things right and when we don't. When things go wrong we will address issues, put things right and improve. It is our aim to respond quickly and positively and to reach an outcome that is fair and satisfactory.

**It is TSP Learn's aim to ensure that:**

- all customers receive the same high standards of service in response to any compliment or complaint.
- 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;
- the complaints procedure is promoted to learners and staff;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

**There is a difference between a concern and a complaint:**

- Concerns ought to be handled, if at all possible, without the need for formal procedures.
- Complaints will be dealt with openly, fairly, promptly and without prejudice.

**The purpose of this document is to:**

- Help customers understand our policy and procedures.

**Outline how we will:**

- Handle compliments, concerns, complaints, appeals and assessment appeals in a timely way within established time scales.
- Ensure that customers are kept informed of the progress of complaints and the receipt of compliments.
- Ensure a full and fair investigation of complaints raised.

*TSP Learn views all feedback as an important part of our organisational development and continuous improvement and aims to resolve complaints quickly and effectively within set time limits. Feedback will be dealt with promptly and fairly even if the outcome may not be to the customer's satisfaction.*

## 2. Scope

- This document is a guidance document for our customers/service users: employers and learners.

## 3. Responsibilities

- The Quality Manager is responsible for monitoring compliments, concerns, complaints and appeals. They will evaluate themes and trends, report this to the Senior Management Team and make updates to our Quality Improvement Plan as required.
- Any compliment or complaints letters or emails should be directed to Quality Manager using the following address:

**Post to:**

Phil Chipman  
Quality Manager  
TSP Learn  
Flagstaff House  
12 High St,  
Twyford,  
Reading RG10 9AE

Tel : 0118 984 4638

- We recognise that compliments or complaints may be received by other members of TSP Learn staff. We will ensure that where we are made aware of a specific letter or email of complaint, it is routed through to the Quality Manager.
- The Senior Management Team may review a complaint and give a decision without formal investigation where it is considered to be deliberately repetitious or vexatious. TSP Learn reserves the right to refer any matter to the company's solicitors.
- The Quality Manager will review this document and the quality of responses to customers on an annual basis.
- Compliments and complaints should be brought to the attention of TSP Learn as soon as possible. Complaints should be submitted in a written format and submitted within 28 working days of any alleged incident.
- Compliments and complaints raised by representatives are only permitted if an individual is under 18 years old or if the individual has a learning difficulty or disability.
- The Quality Manager will ensure that all compliments are passed to the staff or team to whom they are directed.
- Where a complaint is fully or partially upheld, TSP Learn will take positive action to put things right, make every effort to prevent the same thing happening again and ensure that the customer is kept fully informed. If a complaint is not upheld, the customer will be notified accordingly.
- The Quality Manager will contact any complainant to discuss their concerns and, if appropriate, negotiate an acceptable solution.

## 4. Complaints Procedure

### Stage 1

#### Informal Concerns

- In the first instance individuals should discuss issues with the member of TSP Learn staff directly involved at a mutually convenient time and appropriate actions should be agreed.
- For Learners and employers the concern will be dealt in a confidential manner by the Tutor or National Client Manager.
- In other areas, staff or the manager of the service area involved will manage the concern.
- Concerns can also be raised directly with our Administration Team:

Email: [adminteam@tsplearn.co.uk](mailto:adminteam@tsplearn.co.uk) Telephone: 0118 984 4638 Mon-Fri 9am-5pm.

If the concern can be dealt with immediately and the customer is satisfied with the outcome, there is no need to log the concern. However if the concern cannot be resolved immediately or the complainant has expressed that it should be recorded as a concern, the member of staff dealing with it should note the concern, alongside any agreed actions and enter this information on the Customer Feedback and Complaints Form located on the TSP Learn internal shared drive.

- Customers should receive a response to their concern within 5 working days.
- If there is no satisfactory outcome or agreed action after the response to the concern has been received by the customer, a formal complaint (Stage 2) can be made via the Quality Manager.

### Stage 2

#### Formal Complaints

- If the outcome of Stage 1 is unsatisfactory, contact should be made with the Quality Manager.
- Customers wishing to make a formal complaint should be directed to do so in writing and address it to the Quality Manager in the first instance.
- Upon receipt of any formal complaint a record will be kept on the Compliments\_Complaints sheet kept on the TSP Learn internal shared drive.
- An acknowledgement of receipt will be set to the complainant within 2 working days.
- The Quality Manager will identify the most appropriate member of the TSP Learn Management Team to direct the complaint to.
- The complaint will be fully investigated at this stage.

The Quality Manager will proactively monitor progress in order to ensure timescales are being adhered to.

- The customer will receive a formal response to their complaint within 10 working days of receipt. If the matter is particularly serious or complicated it may take longer to provide an adequate response. If this is the case, the customer will be provided with regular updates.

The outcome of any complaint investigation will be classified in one of three ways:

- **Upheld** – complaint was fully justified and will result in corrective action being taken.
- **Partially upheld** – certain aspects of the complaint were considered justified and will involve some corrective action to be taken.
- **Not upheld** – the complaint was not found to have sufficient grounds for further action.

### Stage 3

#### Escalated Formal Complaints

- If a complaint is not been resolved by the TSP Learn complaints procedure, students have the right, to Appeal, this is managed by the Managing Director.

### Appeals

- If customers are not satisfied with the outcome of their complaint they can request a review of the matter which will be undertaken by a member of the Senior Management Team, overseen by the Managing Director.
- Appeals should be made in writing to the Managing Director within 15 working days from the date that the final response was sent by TSP Learn. The letter of appeal must indicate the reasons for the appeal and should include any new information that has since come to light.

#### Appeals should be addressed to:

James Bishop  
The Managing Director  
TSP Learn  
Flagstaff House  
12 High St,  
Twyford,  
Reading RG10 9AE

Email: [jbishop@tsplearn.co.uk](mailto:jbishop@tsplearn.co.uk)

- The appeal will be acknowledged within 3 working days of receipt and responded to within 10 working days of the appeal notification being received.
- If the complaint has exhausted all avenues within TSP Learn's Policy and the customer remains unsatisfied with the resolution or outcome provided by TSP Learn, then further guidance can be sought from the National Apprenticeship Helpdesk at: [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)

Telephone: 0800 015 0400, 8am-10pm, 7 days a week.

## Assessment Appeals Procedure for learners

(non-apprenticeship standards)

Has your tutor/assessor told you that your knowledge or performance is not up to standard and you think it is?

TSP accepts that this situation occasionally arises and we have an appeals procedure to deal with it.

The first thing to do is to speak with your tutor/assessor and explain why you think his/her assessment of your competence is unfair or incorrect. If they don't change their mind you might want to make a formal Assessment Appeal.

**Stage 1** Write down your appeal and hand it or send it to your tutor/assessor. Your tutor/assessor must discuss the matter with the Internal Quality Assurer (IQA) responsible within 3 working days. An investigation will be carried out by the Internal Quality Assurer who will then report back to you within 7 working days.

**Stage 2** If you're not happy with the outcome of Stage 1 of your appeal, you can send your documents within 7 working days of the stage 1 process being concluded to James Bishop (Managing Director). James Bishop will write to you to acknowledge receipt of the appeal within 3 working days and will outline the course of action. An investigation will be carried out by James Bishop who will report back to you within 5 working days the findings of the investigation.

**Stage 3** If you're not happy with the outcome of Stage 2, you can send your appeal to the awarding organisation your qualification relates too (for example, Active IQ, NCFE, IWFM), within 20\* working days (\*NCFE 30 working days) of the decision being communicated to you by TSP Learn.

- \* For NCFE, TSP will act on your behalf where an appeal needs to be submitted to them.
- \* For Active IQ and IWFM, they require the appeal to be submitted directly after TSP's internal appeals process is complete. If you require TSP to submit the appeal on your behalf, you must give TSP written permission to submit your appeal.
- \* For ILM, the TSP internal procedure applies to stages 1 and 2 only therefore the stage 2 decision is final.
- \* For IWFM- if you use the IWFM marking process, an appeal must be lodged in writing to the IWFM within 14 days of receipt of your results. A fee is payable of £35 per unit which is refundable if your appeal is upheld. IWFM will acknowledge receipt of an appeal within two working days and aims to advise the outcome of an appeal within 4 weeks.

The name of the awarding organisation is in the course documentation you receive but if you can't find it easily, call our Administration Team on Tel: 01 18 984 4638 and ask them to get the name for you.

For learners undertaking an Apprenticeship Standard, your tutor will discuss and direct to the appeals procedure indicated for the end point assessment organisation (EPAO) your Apprenticeship Standard falls under.