

COMPLAINTS POLICY

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Date Approved:	January 2020
Approved by:	Board of Directors
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Date for Review:	January 2021

1. Introduction

Elite Pathways places a significant emphasis on feedback and views the complaints process as a valuable tool to drive improvements in the quality of our services. The policy of Elite Pathways is to respond to all suggestions, whether positive or negative, in a prompt and courteous manner. All complaints will be treated seriously.

In all circumstances, individuals and groups are positively encouraged to raise their concerns with the member(s) of staff.

2. Scope

This policy applies to all learners and employees of Elite Pathways.

The purpose of this policy is to provide learners and employees with an understanding of the process of making a complaint.

This policy underpins Elite Pathway's core values and will be used objectively and free from discrimination in accordance with the Elite Pathways Equality and Diversity policy.

3. Informal Complaints

Report your complaint to the tutor / assessor. It is important that the tutor / assessor is then given every opportunity to resolve the complaint(s). If the complaint is regarding a tutor / assessor please contact Duncan Evans, Director, on duncan.evans@elitepathways.co.uk.

4. Formal Complaint

If there is no satisfactory response please write to Stuart Simpson, Director of Quality, at Elite Pathways, on stuart.simpson@elitepathways.co.uk explaining the concerns and the reasons for the continued dissatisfaction.

The Elite Pathways Head Office will respond within ten working days of receiving a written letter of complaint. There will be occasions when it will take longer than ten days for the office to determine a resolution to the issues raised. In the event that this happens, the Elite Pathways office will keep those raising the complaint informed of progress.

If learners remain unsatisfied with the decision reached by Elite Pathways then learners can appeal direct to the relevant awarding organisation, although it is expected that the internal complaints procedure would normally be used first.

Information on the Awarding Organisation can be retained from Elite Pathways Head Office, at enquiries@elitepathways.co.uk

4. Recording

Elite Pathways will record all complaints, both formal and informal. A complaints log will be maintained by the Head of Centre. All complaints will be monitored and tracked until the complaint

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has a final outcome. The Head of Centre will present an overview of the complaints log to the Board of Directors on a regular basis.