

Complaints & Dispute Procedure

Introduction

Hydroviron value all our learners/apprentices and their employers and it is the Company's policy to ensure that any complaint received or dissatisfaction expressed with any action or service provided by the Company is handled in an open, timely and consistent manner.

The policy is included in the Hydroviron employee, apprentice and employer Handbooks and published on the Hydroviron Water Academy website.

Purpose

The purpose of this policy is to set out the steps you need to follow when submitting a complaint to us and, should the complaint be accepted, the steps we will follow to investigate the complaint and come to a decision. It provides information about what we will do on receipt of a complaint and the process we will undertake to resolve the issue, identify the cause of the problem and implement any necessary mitigation or remedial action.

Definition

We consider complaints as expression(s) of dissatisfaction regarding our actions, products, services or the application of our procedures.

Our 'products' include both regulated qualifications, which are subject to scrutiny and enforcement by the recognised Awarding Body, non-regulated training provision and Apprenticeships, which are subject to scrutiny by Ofqual, Ofsted and the ESFA.

In particular, when considering complaints, we examine whether they relate to the following:

- Mistakes or poor service
- Unreasonable delay or failure to take action
- Unprofessional behaviour or conduct
- Bias or unfair treatment
- Failure to follow our published policies or procedures without a reasonable explanation

Making a Complaint

We encourage all learners/apprentices and employers to raise a complaint as soon as they feel dissatisfied, so that the issue can be dealt with as soon as possible. If you wish to raise a complaint, you should follow the following steps:

Please submit any formal letters, addressed to the Internal Quality Assessor, at
Hydroviron Ltd
Unit 5/6, Building 11
Stanmore Business Park
Bridgnorth
WV15 5HR
Email: enquiries@wateracademy.co.uk

1. Informal Discussion

If you are dissatisfied with any aspect of your training and/or assessment you should discuss it informally with your trainer/tutor/assessor. We hope that the majority of concerns will be resolved at this stage and that formal action will not be required.

2. Formal Stage 1 – training provision

If you feel that the matter has not been resolved through informal discussions, you should put your complaint in writing (by letter or email) to your trainer/tutor/assessor and provide a copy for the Hydroviron Internal Quality Assessor (IQA). The complaint will be recorded by the IQA and the trainer/tutor/assessor must give a response within 5 working days in an endeavour to resolve the matter.

3. Formal Stage 1 – non -training issues

If your complaint relates to non-training based issues you should put your complaint in writing (by letter or email) directly to the Hydroviron Internal Quality Assessor (IQA). Your complaint will be recorded and passed to a company Director, not involved directly with the complaint, to investigate. We aim to resolve formal complaints within 5 working days or, should the issue be complex, inform you if the resolution is not possible in that timeframe.

4. Formal Stage 2 – training provision

If you are not satisfied with the response from your trainer/tutor/assessor to your Stage 1 formal complaint, you should put the reasons for your dissatisfaction with the response in writing (by letter or email) to the Hydroviron Internal Quality Assessor (IQA). Your complaint will be recorded and passed to a company Director, not involved directly with the complaint, to investigate. We aim to resolve formal complaints within 5 working days or, should the issue be complex, inform you if the resolution is not possible in that timeframe.

5. Escalation Stage

If you are still dissatisfied with our response, following formal investigation by a company director, you should put your complaint in writing to the following bodies:

- For regulated qualifications you should write to the Awarding Body for the qualification – the contact details and address will be provided by our training services department
- For apprenticeships you should contact the ESFA apprenticeship helpdesk on 08000 150400 or email nationalhelpdesk@apprenticeships.gov.uk

6. Review arrangements

We will review this policy and it's associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary in response to employer, learner/apprentice or regulatory feedback and any trends that may emerge in the subject matter of complaints received.

7. Signatories

This complaints procedure supersedes all previous procedures on such matters.

Signed on behalf of Hydroviron Ltd:

A handwritten signature in black ink, appearing to read "G. Clark". The signature is written in a cursive, flowing style.

Name:.....Gregg Clark..... Signature:.....

... Date:.....06.09.18.....