

ALL ELECTRICAL TRAINING LTD

COMPLAINTS PROCEDURES

Introduction

These regulations deal with general complaints by learners. All Electrical training Ltd welcomes comments and suggestions for the improvement of its services, which should be addressed to the appropriate member of staff, for example personal tutor, Listening Ear, Program Leader, Q.C Head of Department, It is in this context of a concern to maintain and improve the quality of its provision, that the Complaints Procedure resides.

A complaint may be made over any specific concern about the provision of a program of study. If a complaint is made to the police at the same time that the complaints procedure is used or if other legal action takes place, no investigation will be undertaken by the All Electrical Training at this stage.

All Electrical training will respond within a given timescale (14 Days) to complaints and will take appropriate action as required, if the complaint is substantiated. Complaints by learners which allege sexual or racial harassment will be investigated in accordance with All Electrical Training disciplinary procedures, although more general complaints of sexual or racial or disability discrimination will be investigated through the complaints procedure.

Circumstances which are unexpected, significantly disruptive and beyond a learners control, which may have affected his/her academic performance, will be investigated in accordance with the Regulations relating to All Electrical Training Learner Claims of Extenuating Circumstances Affecting Performance.

Learner concerns which affect the whole of the learner's body or a Learners cohort should be raised with the trainer or Q.C who will liaise directly with the appropriate staff.

Informal Stage

1. Learners must endeavor to use the informal stage of the Complaints Procedure before embarking on the Formal Complaints Process. There will be confidentiality at the point of making a complaint. This should occur as soon as possible after the event or problem has occurred (no later than one calendar month after the problem occurred).
2. Only if there is no satisfactory outcome using the informal process should the Learner complainant use the formal procedure.

Formal Stage

3. Formal complaints should not be retrospective (i.e. more than two calendar months after the problem occurred) and should be accompanied by documentary evidence.
4. A formal complaint should be made in writing to All Electrical Training either by email or letter and using the Formal Complaints Form. A copy of the form can be obtained at reception or on the website. www.aet1.co.uk.com
5. The form should be completed and signed and sent marked 'confidential complaint' to the trainer or Q.C, where a receipt will be provided. It should include documentary evidence.
6. The Head of the training centre will consult with the trainer and the complainant may be interviewed.
7. If a complaint is directed at a named member or members of staff he/she/they should be advised in detail of the terms of the complaint by the person considering it, invited to respond, and advised of the outcome at the appropriate time. The complainant will be informed that this is taking place. Where the investigation of a complaint gives rise to a formal investigation under the training centre staff disciplinary procedure the member(s) of staff concerned will be advised of their rights under that procedure.
8. If the complaint concerns an incident occurring whilst on placement then the same procedure will be used but the placement organisation will be consulted. This may necessitate a longer timescale.
9. A written response to the complaint will be sent to the Learner complainant normally within twenty working days (twenty five days if a placement organisation is involved). Should there be aspects of the complaint that are upheld then an acknowledgement of any mistake should be given and an apology made at this stage. Consultations with the relevant managers will take place relating to the written response.