



# PARK HILL TRAINING

## Land - Based Training

### Park Hill Training Complaints Policy

#### 1. Aim:

- 1.1 This policy describes how complaints are processed and how the associated responsibilities are allocated.

#### 2. Policy:

##### 2.1 Policy statement:

2.1.1 It is Park Hill Training policy that complaints against instructor/assessor professionalism will be treated both fairly and openly.

2.1.2 Park Hill Training acknowledges the right of any learner who has applied for assessment, to challenge the outcomes of their assessment if they consider that it has not been carried out in a professional and correct manner.

##### 2.2 Sources and Circumstances of Complaints:

2.2.1 The possible sources and circumstances of complaints are as follows:

2.2.2 Instructors/Assessors – relating to internal quality assurance or administrative issues.

2.2.3 Learners or their employers or representatives:

- i. relating to registrations/ quality assurance/ certification issues
- ii. relating to the professional conduct of the instructor/assessor
- iii. relating to the availability of adequate assessment opportunities in which to demonstrate achievement, and to Equal Opportunities and Access issues.



## Complaints Policy (cont.)

### 2.3 Responsibilities:

- 2.3.1 Park Hill Training will make all other learners aware of their right to raise a complaint about aspects of the performance of Park Hill Training.
- 2.3.2 Park Hill Training will make the Complaints Summary and Notification Form available to all Learners or their representative upon request.
- 2.3.3 Park Hill Training will aim to resolve Complaints 'in house' initially in accordance with this policy. This does not preclude learners from taking their complaint to the Awarding Organisation if they are dissatisfied with the 'in house' outcome. This may be via the training and assessment centre or direct to the awarding organisation. In either case the Quality Assurance Officer at the awarding organisation must be contacted and will require that the complaint be confirmed in writing.
- 2.3.4 Only written complaints will be processed in accordance with this procedure. The learner will be supplied with the Complaints Notification Form and asked to return this to Park Hill Training as soon as possible.
- 2.3.5 The Quality Assurance Coordinator logs the initiation and progress of the dispute or appeal on the Complaints Progress Form.
- 2.3.6 The Quality Assurance Coordinator will appoint an appropriate Investigating Officer within 15 working days of receipt of the form.
- 2.3.7 The Quality Assurance Coordinator will contact the plaintiff with the result and where necessary is responsible for negotiating resolution of complaints with the plaintiff and for signing off the Complaints Progress Log.



## Complaints Policy (cont.)

### 2.4 Process:

- 2.4.1 Written complaints are always acknowledged to the plaintiff without any prior judgement being made as to who may be in the wrong, and advised to the Instructor/Assessor, Internal Quality Assurer or other interested parties as relevant.
- 2.4.2 Having first consulted any other interested/involved parties the Quality Assurance Coordinator will seek such further clarification from the plaintiff, or their representative as may be necessary to proceed.
- 2.4.3 The Trainer/Assessor/Internal Quality Assurer or other party against whom the complaint has been made is notified of the fact in writing and requested to respond in writing with their views so that a judgement can be made.
- 2.4.4 The outcome of any action to be taken is advised to the Trainer/Assessor/Internal Quality Assurer and any other involved party and agreed before further contact is made with the plaintiff.
- 2.4.5 If necessary, a suitable person may be appointed by the Quality Assurance Coordinator (within 15 working days of receipt of the complaint) to investigate the issue and if necessary to produce a detailed written report and return to Park Hill Training within 15 working days of appointment (30 working days of receipt of the complaint).
- 2.4.6 The Investigating Officer is likely to be the External Quality Assurer appointed to the centre at the time of the complaint relating to the learner (item 2.2.3) or trainer/assessors (item 2.2.2).
- 2.4.7 Once the report has been received by the Quality Assurance Coordinator the decision of Park Hill Training will be formulated and will be sent in writing to the plaintiff within 55 working days of the original complaint being received at the Centre.
- 2.4.8 All plaintiffs, if not satisfied with the decision of Park Hill Training have the right of appeal to the Awarding Organisation. The relevant awarding organisation complaints procedure will be made available to learners or their representatives on request.



## Complaints Policy (cont.)

### 2.5 Periodic Review of Complaints

2.5.1 The aim is to enable Park Hill Training to identify the root causes of avoidable/persistent areas of complaint. This will allow the Centre to plan measures to reduce or eliminate these problems in the future and to save costs arising from complaints.

2.5.2 All complaints received during any quarterly period will be reviewed at the next centre quality assurance meeting.

2.5.3 A record will be kept of the review and findings and of any actions that can be taken to improve systems of operation or Customer relations.

### 2.6 Retention of Records:

2.6.1 All relevant records are retained in the Complaints File for not less than five years from the date the complaint was received.

### 2.7 Cost of Complaint:

2.7.1 There may be a charge for processing complaints by Candidates.

### 3. Responsibilities:

Board members  
Senior managers  
Centre Coordinator  
Quality Assurance Coordinator  
Internal Quality Assurer  
External Quality Assurer  
Trainer/Assessor/Candidate/Candidate representative

### 4. Relevant documents:

Learners' complaints summary  
Form A Complaints Notification Form  
Form B Complaints Progress Form



# PARK HILL TRAINING

Land - Based Training

5. If you are not satisfied with the response from Park Hill Training after following the above, please contact the relevant body below

LANTRA AWARDS

LANTRA HOUSE

STONELEIGH PARK

COVENTRY

CV8 2LG

CITY & GUILDS

GILTSPUR HOUSE

5-6 GILTSPUR STREET

LONDON

EC1A 9DE

