



Complaints and Appeals Policy

INTRODUCTION

Summit Groomer Training Group and its associated third parties aim to always deliver first class customer service. The delivery of an outstanding customer experience is a key element of its strategic objective and organisational values.

COMPLAINTS

Customers, learners, third parties working with, and staff of Summit Groomer Training Group have the right to complain if they are dissatisfied with the service received and should expect a complaint to be dealt with in a timely, effective, and fair manner. Decisions taken as the result of an investigation will be balanced and reasonable and where practical, lessons can be learnt, and improvements made to the service which we provide.

The following information must be included in the learner induction either prior to the course or on the first day. Whilst this is also included in the qualification Learner Handbook, the student may not receive this straight away or they may not be completing a qualification.

KEY RESPONSIBILITIES

The complaints administration is responsible for:

- Ensuring that this policy/procedure is available to all users
- Logging complaints and monitoring response times
- Supporting the Investigating Officer as required
- Recording and reporting on the outcomes of formal complaints
- Ensuring that central records relating to formal complaints are securely stored for a maximum period of four years
- Ensuring all complainants are aware of their rights in relation to accessing personal data related to the complaint.

The Investigating officer is responsible for:

- Carrying out an investigation into the complaint
- Complying with the timescale for completion
- Providing a written response to the Head of Centre
- Maintaining and filing investigation notes and information on complaints for three years
- Keeping the complaints team updated regarding all aspects of the investigation.

ACTION ON RECEIPT OF A COMPLAINT

Complaints must be received in writing before any action will be taken. Third parties working with Summit must assume responsibility for drawing attention to any problems or concerns.

LEARNERS

Should a learner feel they have not had fair or equal access to training or assessment, or can identify standards that have not been met, it is in their own interest as well as Summit, that this is reported.

Summit's role is to ensure that the tuition and integrity of the assessment process for the qualifications has been met to the qualification standards and the awarding body's requirements. An Awarding Body will not investigate complaints expressing personal dissatisfaction about the quality of professionalism, teaching or training, or about any aspect of the agreement between a centre and a learner (including qualification payment).

Complaints Process

1. A learner should request a private meeting with the tutor as soon as possible, during the course time, to allow them the opportunity to resolve the matter promptly.
2. If the issue was discussed with the tutor and not resolved to the learner satisfaction a meeting with the training centre manager or owner should be held within 2 days of the initial complaint.
3. If the problem remains unresolved a learner can contact Summit Groomer Training Group within 7 days of the initial complaint, as follows:
4. In writing to: Summit Groomer Training Group
2 Henry Street
Keighley
West Yorkshire
BD21 3DR
Telephone: 01535 661776 and request Joanne Angus or Alison Thomas
Email: enquiries@summitgroomertraininggroup.co.uk
5. An acknowledgment will be sent when a complaint letter or email is received.
6. Summit's Quality Assurance managers will investigate the complaint and conclude findings and write back to the learner, making a copy available to the training centre in question within 10 working days of receiving the complaint.
7. On receipt of these findings if the learner is:
Satisfied - the process will end.
Not satisfied –a written letter or email should be sent to Summit detailing reasons why the matter is not resolved and requires further investigation. At this stage a fee of £90 is payable within 7 working days. This fee is non-refundable.

8. The complaint will then be delegated to a Summit Conciliation Panel for their comments and a response will be issued within 10 working days of the receipt of payment.
9. If a learner does not agree with the results of the conciliation panel then the next course of action to take the complaint further would be via a private route such as Trading Standards or the Citizens Advice Bureau.
10. If the issue is in regard to a qualification and the Quality Assurance Manager cannot resolve it to the learner's satisfaction, it will be referred to the External Quality Assurance Co-ordinator at the appropriate Awarding Body.

OTHER COMPLAINTS

Should a customer, third party or staff member feel they have not received the service expected from Summit they have the right to make an official complaint.

Summit's role is to ensure that the tuition and integrity of the assessment process for the qualifications has been met to the qualification standards and the awarding body's requirements.

Complaints Process

1. A person should write to the directors of Summit to allow them the opportunity to resolve the matter promptly.
2. Postal address: Summit Groomer Training Group
2 Henry Street
Keighley
West Yorkshire
BD21 3DR
Telephone: 01535 661776 and request Joanne Angus or Alison Thomas
Email: enquiries@summitgroomertraininggroup.co.uk
5. An acknowledgment will be sent when a complaint letter or email is received.
6. Summit's directors will investigate the complaint and conclude findings and write back to the complainant within 10 working days of receiving the complaint. Staff complaints will be dealt with by the directors in an informal interview.
7. On receipt of these findings if the complainant is:
Satisfied - the process will end.
Not satisfied –a written letter or email should be sent to Summit detailing reasons why the matter is not resolved and requires further investigation.
8. If a complainant does not agree with the results then the next course of action to take the complaint further would be via a private route such as Trading Standards or the Citizens Advice Bureau.
10. If the issue is in regard to a qualification and the directors cannot resolve it to the Complainant's satisfaction, it will be referred to the External Quality Assurance Co-ordinator at the appropriate Awarding Body.

APPEALS

Appeals must be received in writing before any action will be taken. Third parties working with Summit must assume responsibility for drawing attention to any potential appeals.

1. A learner has the right to appeal if they do not agree with an assessment outcome or examinations result. A written letter or email should be sent to Summit, within 7 days of the assessment or examinations notification date, detailing reasons why they disagree with the outcome and require further investigation
2. Summit's Quality Assurance managers will investigate the appeal and conclude findings and write back to the learner within 7 working days of receipt
3. If a learner does not agree with the results of the investigation outcome then the next course of action is to appeal to the awarding body.
4. Appeals can be made to the awarding body via Summit for the following reasons:
 - Assessment decisions on the basis that procedures were not consistently applied or those procedures were not followed properly and fairly
 - Appeals from learners relating to an Awarding Body's decision to decline a centre's request to make reasonable adjustments or give special consideration in relation to an assessment
 - Appeals from learners in relation to a decision to amend assessment results following an investigation into malpractice or cheating
5. Once an appeal has been sent to the Awarding Body, Summit will keep a learner informed of any progress and results according to the Awarding Body's timeline.

Whilst Summit makes no charge for the initial appeal request, there will be a charge made by the Awarding Body. This may be reimbursed should the appeal be successful.