Complaints Policy and Procedures

Introduction

At Smart Energy Training we are committed to providing an excellent service aligning to the core behaviours that we value and strive to demonstrate:

- Openness
- Inclusivity
- Togetherness
- Passion
- Improvement
- Curiosity
- Impact
- Judgement

This aim of this policy and process is to provide anyone who is not satisfied the opportunity raise their concerns and receive resolution in a timely, professional and polite manner. Defining a complaint Complaints are dissatisfaction of the service received and may include, but not limited to the following:

- The quality of the teaching and learning received, including resources
- Treatment by, or attitude of a, member of staff
- Inappropriate behaviour by a member of staff
- Dissatisfaction with the Smart Energy Training's policies or procedures

All complaints are treated seriously and dealt with promptly. Smart Energy Training will also use feedback and outcomes of any investigations to continually improve our service to learners, employers, customers and other key stakeholders.

Initiating the complaints procedure

Stage 1: Informal Stage

A person wishing to make a complaint or provide any feedback in the first instance should raise this informally with their usual contact or relevant line manager at the earliest opportunity by email or telephone. These concerns will be dealt with promptly and effectively and acknowledgement of this will be issued within 5 working days of receipt.

If this is not satisfactorily resolved in a timely manner, then the formal stage should then be followed which is outlined below.

Stage 2: Formal Stage

A person wishing to make a formal complaint following an unsatisfactory outcome of stage 1 must submit this by emailing info@smartenergytraining.co.uk, via the 'contact us' form on the website or by phoning 0333 444 5055 and provide the details of the issue.

The details will then be referred to the relevant Senior Manager to investigate thoroughly. A response to the complaint will be issued within 15 working days of receipt. Should more time be required to investigate the details of the complaint, the person making the complaint will be contacted accordingly.

Details of formal complaints and any related investigations will be recorded on a central register and used for purposes of continuous improvement of our services and products. These will only be shared internally with Smart Energy Training employees, however in some circumstances details may be shared with external parties. Before any information is shared we will inform the person making the complaint of this, however in extreme circumstances, Smart Energy Training reserve the right to share information when needed without permission, for example if the complainant or others are at risk of harm.

Appealing the decision

Should the person making the complaint not be satisfied with the outcome or wishes to appeal against a decision made in the response they should contact us in writing at our Head Office address (Moor Farm Rd, Units 3-5 Runway Business Park, Ashbourne, DE6 1HD) or via email to info@smartenergytraining.co.uk within 10 working days of the outcome of Stage 2.

The details of the complaint and the response provided will be escalated to one of our Directors to investigate and respond further within 15 working days of receipt.

Should the person making the complaint followed all the stages above and not be satisfied with the outcome or wishes to appeal against a decision made in the response they should contact the Education Skills Funding Agency details of which will be provided in the final response

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