

## **Complaints Policy**

### **Introduction**

DRL Services (“DRL”) believes that if an apprentice, employer or any other person wishes to make a complaint or register a concern, they should find it easy to do so.

A complaint is a dissatisfaction, discontent or anger and annoyance of any product, services or training courses provided by DRL.

It is company policy to look upon complaints as an opportunity to learn, adapt, improve and provide better services. This procedure is intended to ensure that complaints are dealt with accordingly and that all complaints or comments by apprentices, employers or any other person are taken seriously.

The procedure is not designed to apportion blame, but rather to ensure we can continuously improve service levels, customer service and satisfaction. We will ensure that the process is easy to follow, fair and sensitive to both staff and the complainant.

### **Scope**

This policy applies to all staff, apprentices, contractors and other people working on behalf of DRL or any other that DRL provide a service to.

We expect all staff, apprentices, contractors and other people working on behalf of DRL, to promote good practice by being an excellent role model and provide first class customer service.

The policy is also relevant to all outside parties that may wish to register a complaint or concern, such as an employer or external partner.

### **Policy**

Where anybody is dissatisfied with any aspect of DRL Services courses or services that we provide; in the first instance, you should raise your complaint with your line manager, Trainer/Assessor or member of the management team where a discussion record form will be completed, and the issue being resolved.

If this is not appropriate, being an external party or a satisfactory response has been provided and the issue needs to be escalated, you should then put your complaint in writing to:

Training Manager  
Thames Enterprise Centre  
Princess Margaret Road  
East Tilbury  
Essex  
RM18 8RH

Or email to [info@drlservices.co.uk](mailto:info@drlservices.co.uk)

Anyone internally will need to use the DRL Complaints Form DRL/SF/005, which should be sent directly to the office to co-ordinate an investigation.

DRL will log your complaint and initiate a full investigation of the circumstances. We will provide a response within 10 working days of receipt. The final decision rests with Senior Management except where the complaint lies with the awarding organisation where the Awarding organisation procedures will apply.

If you remain unhappy after your complaint has been investigated and a decision made, then you may escalate your complaint to our Managing Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision. Your concerns will be investigated, and any additional information considered.

You will receive a full and final response from DRL within 10 working days of receipt.

If you remain unhappy following our internal investigation and decision, and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly. Details of the relevant Awarding Organisation can be obtained from the office on 01375 488 008.

If you remain dissatisfied with the response from the Awarding Organisation, then you can escalate the complaint to the relevant Qualification Regulator. This information will be provided by the Awarding Organisation once its internal process has been exhausted or upon request.

### **Certification Organisation Complaints Procedure**

The Certification Bodies' Appeals and Complaints procedures are open to all apprentices once registered with the Awarding Organisation. The procedures are designed to resolve disputes arising from the following activities. These procedures broadly cover.

- Assessment and verification practice or decisions
- Centre approval decisions
- Claims for certification.
- Or any other complaint an apprentice may have

DRL cannot confirm that any qualification will be issued until the Awarding Organisation has standardised and verified the outcome of your exams or portfolio. The Awarding Organisation can, at any time within three years after completion, call your work for additional external verification. Our Internal Quality Assurers, tutors and trainer's opinion is at all times inferior to that of the external verification system, and any views on pass or otherwise must be taken as "a qualified opinion" for which DRL cannot be held liable, as the ultimate decision lies with the awarding organisation.

DRL are at no time liable for having given a qualified opinion prior to the external verification process if an external pay related agreement between yourself and your employer dependent on the outcome of any qualification occurs.

Information about Awarding Organisations relevant to your programme is available from the office on 01375 488 008.



DRL SERVICES

If you're unhappy with the outcome

You can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled in relation to ESFA funded delivery.

The ESFA does not deal with complaints about employment issues (for example, a problem with your contract if you're working as an apprentice).

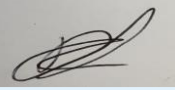
You must contact the ESFA within 12 months after the issue happened.

Email your complaint to the ESFA complaints team.

[complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

### Compliance

Regular evaluations and reviews of this policy – including reporting procedures and concerns monitoring – will be undertaken to ensure compliance throughout DRL. Also, to ensure the policy accurately reflects the practices of DRL.

Policy Record Details	
<b>Policy Owner</b>	DRL Services Ltd
<b>Version</b>	V3
<b>Approved Date</b>	20 <sup>th</sup> Sept 2018
<b>Signed By</b>	David Jamieson 
<b>Last Reviewed Date</b>	28 <sup>th</sup> July 2021
<b>Next annual review date</b>	22 <sup>nd</sup> July 2022

