

COMPLAINTS POLICY



Complaints Policy

Scope of the Policy

This policy is provided for Protutorial customers, learners, and staff members who are using or delivering courses and qualifications offered by Protutorial.

Review Arrangements

Protutorial will review this policy annually in line with self-assessment arrangements. This policy will also be revised as and when necessary, in response to customer and learner feedback or good practice guidance issued by an awarding organisation or other regulatory body.

Location of the Policy

This policy is available for all staff members, third parties, and learners to access via the Protutorial website. Protutorial will also ensure that the policy is available in alternative formats, such as large print and audio, to accommodate diverse learner and staff needs.

Communication of the Policy

Every staff member involved in the management, delivery, assessment, and quality assurance of qualifications offered by Protutorial shall be made aware of this policy during their induction period of employment. Learners undertaking Protutorial qualifications shall be informed of this policy during their induction process.

Policy Statement

Protutorial is committed to providing a quality service for learners, customers, and employees, working in an open and accountable way that builds trust and respect. The ways in which this can be achieved include:

- Continuing to improve the services offered
- Listening and responding positively to the views of learners, customers, and employees
- Ensuring all complaints are investigated and any mistakes made are put right.

Statement of Principles

Protutorial aims to ensure that:

- Anyone wishing to make a complaint can do so
- All complaints receive a response
- All complaints are dealt with promptly, politely, and confidentially
- Lessons are learned from any complaint.

Protutorial recognises that concerns may be raised informally. Any informal concerns or complaints will be resolved quickly and professionally.

An informal approach to dealing with a complaint may be appropriate; however, if concerns are not satisfactorily resolved, then the formal complaints procedure must be followed.

A complaint can be defined as ‘any expression of dissatisfaction that requires a formal response’.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently, and whenever possible, resolved to the complainant’s satisfaction.

Protutorial responsibilities are to:

- Acknowledge any formal complaints in writing
- Respond within the stated period of time
- Deal reasonably and sensitively with any complaint and take action where appropriate.

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Protutorial maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Complaints Procedure

Stage One

If a complaint is unable to be resolved informally, the complainant should write/email the complaint to the Director. The letter/email of complaint should set out the details of the complaint, the consequences for them as a result, and the remedy they are seeking.

Complaints will be acknowledged within two working days of receipt of the complaint. All complaints will be investigated by the relevant Director.

As part of complaint investigations, the investigator may undertake interviews with the relevant people involved.

A complainant will be informed of the investigation outcome and decision within ten days of a complaint being acknowledged. This may be extended, depending on the nature of the complaint.

Stage Two

If a complainant is not satisfied with the outcome of a complaint, they can write to a member of the Board at Protutorial and ask for the outcome to be reviewed.

A member of the Board will acknowledge a complaint review request within two working days of receipt of the request. Protutorial aims to resolve all matters as quickly as possible; however, some issues may be more complex and therefore may require up to ten days to be re-investigated.

A complainant will be informed if any complaint investigation is to take longer than ten days. They shall receive an interim response describing what is being done to deal with their complaint and when they can expect a full reply.

The outcome of a complaint review request will be given in writing to a complainant.

Stage Three/Final Stage

If a complainant is dissatisfied with the subsequent reply from Protutorial (stage two), they have the option to contact another member of the Board to review their complaint. The member of the Board will have the final decision on any complaint made to Protutorial.

If a complainant is still dissatisfied with the outcome of their complaint at this final stage, they may be able to contact a relevant awarding organisation with regards to their complaint. This is if their complaint is in regards to a specific qualification assessment decision or quality assurance issue within Protutorial. If a complaint is in regards to a Protutorial business decision or process, the final stage (stage three) outcome will be upheld.

The relevant awarding organisation will undertake an investigation into any complaints received, in line with their own Complaints Policy.

All documents relating to a complaint must be saved and stored securely at Protutorial. Awarding organisations must be given access to information or documents relating to complaints when requested.

If the complaint is not related to an assessment judgment or quality assurance issue, the Member of the Board will have the final say. All decisions made at stage three, by the member of the Board, will be final and binding.

Version Control

Version	Author	Date	Changes or comments
1.0	Natalie Willetts	12.03.2024	Approved policy agreed