



Your Learning Voice CIC

Complaints and Compliments Policy Statements

Your Learning Voice CIC for high standards in everything that it does and welcomes feedback from ALL. Such feedback is invaluable in helping us evaluate and improve our work.

The objectives of the Compliments and Complaints Policy are to:

- Ensure everyone knows how to provide feedback and how a complaint will be handled.
- Ensure that complaints are dealt with consistently, fairly, and sensitively within clear and acceptable timeframes.
- Ensure that compliments and complaints are monitored and used to improve our services.

Your Learning Voice CIC will:

- Listen carefully to complaints and treat complaints as confidential, where possible
- Record, process, store and manage all complaints accurately and in accordance with the Data Protection Act 1998
- Investigate the complaint fully, objectively and within the stated timeframe.
- Notify the complainant of the results of the investigation and any right of appeal.
- Inform the complainant of any action that will be implemented as a result of the complaint, where appropriate
- Report, on a quarterly basis, the number of compliments and complaints received; the outcomes of investigations and any actions taken.

2. Definition of a Complaint

2.1 A complaint is any expression of dissatisfaction by an individual, whether justified or not.

- An individual may make a complaint if they feel we have:
- Failed to provide a service or an acceptable standard of service.
- Delayed in providing a service.
- Made a mistake in the way we have provided a service.
- Failed to act in a proper way.
- Provided an unfair service.

2.1.1 This policy and procedure relates only to complaints received about Your Learning Voice CIC and its services. Individuals who make complaints about partner organisations will be notified in writing within one working day of receipt of the complaint that they need to complain to the organisation they have the complaint with, and will be provided with contact details, where possible.

3. Compliments and Complaints Procedure

3.1 Compliments

Any verbal or written compliments will be recorded by the member of staff receiving the compliment and be passed to the appropriate manager for recording on the Compliments Register. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified within three working days. Feedback on compliments will be shared with employees at appropriate times.

3.2 Complaints

There are 3 stages to the complaints procedure:

- Stage One – Complaint
- Stage Two – Appeal
- Stage Three – Independent Review

Stage One:

Once a complaint is received the following will take place;

- The complaints officer will investigate the matter and respond within 7 working days.
- All complaints will be recorded within the data protection policy

Stage Two:

- If the client is not happy with the response the director will review the matter and respond within 7 working days
- Stage Three – Independent Review

If you are unsatisfied at any stage, you can raise your concerns to the NCFE Regulator at the following;

By phone*: 0191 239 8000 (or for our skills assessment products, 0300 102 1023)

By email: customersupport@ncfe.org.uk

In writing: Customer Recovery team, NCFE, Q6, Quorum Park, Benton Lane, Newcastle upon Tyne, NE12 8BT

Face-to-face: our representatives are always happy to help

Via Web Chat: available on all our web pages.

*Telephone calls may be recorded.

What they'll need to know:

Your name

Centre number (if applicable)

A description of the complaint

Any names and/or dates you've noted, if you've already spoken to someone about this complaint

How you/others have been affected by the complaint

A contact number/email address and convenient time to contact you.

What they'll do

They will always aim to resolve a complaint as quickly as they can. When this isn't possible, they'll fully investigate the complaint with the aim to resolve it efficiently, and they'll keep you updated along the way.

The NCFE aim to respond to and/or resolve all complaints within 5 working days of receipt. If there are exceptional circumstances, they may take longer due to the complexity of the complaint. The NCFE will inform you if this is the case.

Once the complaint has been investigated fully, they'll contact you with the outcome and to discuss any next steps. They'll also be happy to provide a response in writing where appropriate.

If you're not satisfied

If you're not satisfied with how your complaint is being dealt with, you can request at any time for your complaint to be escalated. If, after we've done everything, the NCFE can help, you're not satisfied with our final response, you can refer your complaint to our qualification regulators.

The regulators ask that the complaint is made within twelve months of the action you are complaining about, and that you have completed all stages of the awarding organisation's complaints process. Here's how to get in touch with them:

England – Ofqual

0300 303 3344

complaints@ofqual.gov.uk

Complaints, Ofqual, Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH

Wales – Qualifications Wales

01633 373 222

report@qualificationswales.org

Qualifications Wales, Q2 Building, Pencarn Lane, Imperial Park, Coedkernew, Newport, NP10 8AR

Northern Ireland – Council for the Curriculum Examinations & Assessment (CCEA) Regulation

02890 261 200

complaints@ccea.org.uk

**Council for the Curriculum Examinations & Assessment (CCEA) Regulation, 29
Clarendon Road, Clarendon Dock, Belfast, BT1 3BG**

Last Modified on the 01/01/2025

Next Review date: 01/01/2026