



COMPLAINTS PROCEDURE FOR CANDIDATES

If candidates are dissatisfied with any aspect of service provided The Centre, including the implementation of the Equal Opportunities Policy, please contact your Assessor.

If the complaint cannot be resolved immediately, your Assessor will follow the Centre's Complaints Procedure.

This entitles the complainant to an initial response within five working days from the Assessor's line manager (the Centre Manager).

What to do if you want to make a complaint

The Centre is committed to providing good quality services. We recognise however, that we sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

We do not look on complaints as unwanted. In fact, they may help us to see where our services or procedures might be improved. So do let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

How to complain

Step 1: Contacting us

The first step is to talk to the Assessor. This can be done quite informally, either directly or by telephone.

If you would prefer to approach someone else, then ask to speak to the Centre Manager.

We will try to resolve the problem on the spot if we can. If we can't do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days or we will make some other arrangement acceptable to you.

Step 2: Taking your complaint further.

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give them a chance to put things right. However, if you are still unhappy, the next step is to put your complaint in writing to the Centre Manager, setting out the details, explaining what you think went wrong and what you feel would put things right. If you are not happy about writing a letter, you can always ask a member of staff to take notes of your complaint. You should make sure you agree with what they have recorded and that they provide you with your own copy for reference. This record will be passed promptly to the Centre Manager to deal with.

Once the Centre Manager receives a written complaint, this will be fully investigated. Your complaint will be acknowledged in writing within five working days of receiving it and the letter will say when you can expect a full response. This should normally be within three weeks unless the matter is very complicated, such as where other organisations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

Step 3: The next stage

If you are not satisfied with the Centre Manager's investigation you can take your complaint to the Charity's Management Committee. All materials relating to your complaint and to the Centre Manager's investigation will be sent to the Secretary to the Management Committee (contact details will be provided for you). He/she will let you know within seven working days that they have received your complaint and tell you when to expect a full response from them.