

## Complaints Policy & Procedure

Our core values lead us by purpose and commitment to providing an excellent service.

We endeavour not to make mistakes or fall short of the high standards we expect of ourselves, but if we do, it is important that anyone affected has the means to bring this to our attention with an expectation of resolution.

Confidentiality and data protection:

In following this process an individual might provide us with confidential information, and during our investigation we may need to request information of a confidential nature. Complainants are assured that VTCT (and by this Policy document Prestige Training) complies fully with data protection legislation at all stages. We ensure that confidential information is kept securely and used only for the purposes for which it is intended' (VTCT/Prestige Training)

Training Centre's Complaints Policy:

- If a learner feels that a decision has been made that is either unfair or unjust, they should bring their concerns to the attention of the course tutor
- If the complaint is not deemed, by the learner, to have been satisfactorily resolved, the course tutor will take it to the IQA
- It is expected that at this point the expectation of resolution has been achieved but if it has not the next stage is to ask the EQA to examine all aspects
- The EQA will make a judgement
- If that judgement decision is acceptable to the learner, tutor, IQA, resolution has been achieved
- If resolution is not achieved the EQA will take the complaint to VTCT as a 'formal complaint'

A formal complaint immediately triggers VTCT's policies and within 20 days of the formal complaint they would expect a report to be sent to them via the internal link provided. VTCT processes then take over and anyone involved in the complaint must respond appropriately to VTCT.



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Report of Tutor/IQA/EQA

Tutor	Resolution achieved or action required
<p>Tutor Name: Date:</p> <p>Complainant Name: Date:</p> <p>Resolution: <span style="margin-left: 200px;">Yes</span> <span style="margin-left: 100px;">No</span></p>	

Report of Tutor/IQA/EQA

IQA	Resolution achieved or action required
<p>Tutor Name: Date:</p> <p>Complainant Name: Date:</p> <p>Resolution: <span style="margin-left: 200px;">Yes</span> <span style="margin-left: 150px;">No</span></p>	

Report of Tutor/IQA/EQA

EQA	Resolution achieved or action required
<p>Tutor Name: Date:</p> <p>Complainant Name: Date:</p> <p>Resolution: <span style="margin-left: 300px;">Yes</span> <span style="margin-left: 150px;">No</span></p>	

