

# Consalia Limited

## Complaints Policy

Version number	Date of issue	Reason for update
v2.3	6 <sup>th</sup> February 2019	Reviewed internally
v2.4	17 <sup>th</sup> February 2020	Reviewed and updated e-mail addresses
v2.5	8 <sup>th</sup> January 2021	Incorporated rebranding

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## Consalia's complaint policy

### 1. Introduction.

Our Complaints Policy has been set up for receiving, recording and responding to complaints made by our customers, apprentices and students to ensure that complaints are responded to efficiently and effectively and learnt from.

We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service. Our procedure is designed to give apprentices, employers and clear information about what constitutes a complaint and to provide clear information about time limits and to be responsive to the needs of individuals. We request that all parties and all individuals to act reasonably and fairly towards each other and to treat the process with respect. We also ensure independence with respect to any decisions that are taken and an appropriate level of confidentiality without disadvantage.

The complaints procedure below details how your complaint will be handled.

### 2. Definition of a complaint.

We treat as a **complaint** *“an expression of dissatisfaction about Consalia's action or lack of action, or about the standard of service provided by Consalia.”*

Examples of complaints include:

- failure by Consalia to meet obligations including those outlined in course/apprenticeship/student handbooks
- misleading or incorrect information in prospectuses or promotional material and other information provided by Consalia
- concerns about the delivery of a programme, teaching or administration including,
- poor quality of facilities, learning resources or services
- complaints involving other organisations or contractors providing a service on behalf of Consalia

Some issues may more appropriately be considered under alternative processes rather than under the complaints procedure. For example, the following are not normally dealt with as complaints and are typically handled as an academic appeal:

- a concern about a decision made by an academic body regarding student progression, academic assessment and awards

- dissatisfaction about the outcome of an academic misconduct or disciplinary process

### 3. Who should I complain to?

#### **Employer complaints**

If, as an employer you have a concern or complaint about Consalia's apprenticeship / training provision we would encourage you to initially raise your concern/issue with the Academy Director to address it in an informal way through discussion.

#### **Apprentice / student complaints**

In the first instance, as an initial step before you submit anything as formal as a complaint in writing, we would encourage you to raise your concern/issue with the individual involved to address it in an informal way through discussion. You could also discuss any issue or concern with your programme director or cohort tutor if you feel that you cannot raise this directly with the individual involved.

#### **Complaints about staff**

Complaints by apprentice/students about staff can be difficult to handle as there may be a conflict of interest for the staff investigating the complaint. When complaints are raised against staff Consalia will ensure that the investigation is conducted by an individual who is independent of the situation and confirm this with you. Appropriate support will be put in place to help the apprentice/student and staff member through the process and to ensure impartiality. In this instance, Consalia will bring in an external body to provide an independent assessment.

#### **Formal complaints process**

If you not happy with the outcome of the initial discussion and service or training Consalia has provided, you should contact our Academy Team as appropriate in writing:

Our Academy Director on [lsutton@consalia.com](mailto:lsutton@consalia.com)

Level 6 Apprenticeships: Our Apprenticeships Programme [tdickens@consalia.com](mailto:tdickens@consalia.com)

Masters Programmes: Our Masters Programme Manager [rpearson@consalia.com](mailto:rpearson@consalia.com)

Please email the details of your complaint (date, location, cause for complaint) providing a mobile number where possible to ensure a swift resolution.

### 4. What should I expect when I have made a complaint?

- The Consalia Academy Team will acknowledge each complaint that is sent in so that you can be assured that it has been received. Your complaint will then be investigated.
- We will keep you informed of the progress until a resolution has been reached and we can issue a final response. Our aim is to respond within 8-weeks of the date the complaint was registered.

- All complaints need to be managed in a confidential and sensitive way. However, it may be necessary to ask staff involved in the complaint to comment on or respond to the statements made.

## 5. What if I am not happy with the resolution to my complaint?

- If you are still not happy once you have received the outcome of the complaint, you can take this further by requesting an appeal of the process which would result in a letter of completion outlining the final outcome for you. This appeal would not usually look again at the complaint (unless additional evidence has come to light) but would focus on ensuring processes have been followed correctly and fairly.

If you are not happy with Consalia's response you can take your complaint and appeal to the awarding university or direct to our CEO.

## 6. What we do with complaints data?

- We appreciate you taking the time to contact us with your complaint and for giving us the opportunity to rectify any issues that you may have. Your feedback regarding our processes is of the utmost importance as we are constantly seeking ways to improve the service we provide to our customers. We will record your complaint in case future reference is required.