



Accelerate People

Complaints Policy

Document History

To ensure quality control and to quickly identify any changes made version control must be listed below. Including the latest version number, date of the amendment and changes made.

Document Details	
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Version Number	Date Amended	Changes Made	Approved By
V1.0	02/01/20	Document created	Directors
V1.1	23/09/20	Amended for logo	Quality
V1.2	22/10/20	Updated with links to new forms	Directors

This policy will be reviewed on an annual basis and, where appropriate, updated in response to input from consumers, results from internal and external monitoring arrangements, amendments in internal procedures, IfATE, ESFA and EQA actions or where developments in legislation occur.

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1. Introduction

Accelerate People Ltd is dedicated to ensuring that all students receive a high-quality End-point Assessment (EPA) experience and welcomes comments and suggestions which can be submitted via [this form](#). However, if you are dissatisfied with any of Accelerate People Ltd services, you may decide to make a complaint.

All complaints will be reviewed as follows:

- We will seek to resolve the complaint at the earliest possible opportunity
- Complaints that require particularly swift action will be identified quickly
- We will investigate fairly and thoroughly
- Each party to a complaint will be given an opportunity to present their case if required
- No Apprentice, Employer, FE College or Training provider will be disadvantaged as a result of making a complaint.

If you wish to appeal an assessment decision made by Accelerate People as you have cause to believe we have not followed our procedures and processes correctly, please see the Accelerate People Enquiries and Appeals Policy.

If a complaint, which is essentially an appeal, is submitted, Accelerate People will respond and notify the party concerned that the matter is being considered in compliance with the Accelerate People Enquiries and Appeals Policy. If a person has cause to suspect that malpractice or maladministration might have occurred, they may refer to the Accelerate People Malpractice and Maladministration Policy.

2. Confidentiality

We will treat all information as confidential but in some cases the circumstances may make it impossible to maintain total confidentiality. Where this is the case this will be discussed before any further action is taken.

3. Complaints Procedure

Informal Stage 1

In most cases, it is possible for issues to be addressed at an early stage by completing the [Feedback Form](#) where a member of the quality team will review and reply within 5 working days.

- If you are an apprentice and you have a complaint about any part of your learning programme, you should first discuss your complaint with your Training Provider, FE College or Employer.
- If the complaint is about EPA or an Independent Assessor the complaint will be kept confidential provided it is practicable to do so.
- A record of your complaint and the date on which it was made will be recorded.
- Issues must be raised within one month of taking place and we will aim to resolve the issue, where practicable, within 2 weeks.
- Any delay to this timing will be communicated to you by the quality staff member dealing with the complaint.
- Accelerate People Ltd will keep a record of action taken in response.

Formal Stage 2

If your concerns are not addressed after the informal stage, or if resolution is not possible due to the complexity or seriousness of the case, you may lodge a formal complaint as follows:

- The Complaints Form must be completed and submitted to qualityassurance@accelerate-people.co.uk together with evidence that you have previously raised the issue informally.
- The Lead IQA will check the eligibility of the complaint to ensure that the Complaints Procedure is applicable.
- You will be provided with written acknowledgement by the Lead IQA of receipt of your complaint within 5 days of submitting your form.
- The complaint will be delegated to an appropriate member of staff for investigation.
- You may be invited to a virtual meeting to discuss the complaint where an administrator will be present to take notes.
- You will be notified of the outcome by the staff member investigating your complaint in the Completion of Investigation section of the Complaints Form, detailing the decision and an explanation for it within 20 working days, any delay to this timing will be communicated to you.

Note: If you are not satisfied with the outcome following the complaint process then you may further escalate your complaint to the Directors of Accelerate People Ltd.

Review Stage 3

- You have the right to ask for a review of your case within 2 weeks of receiving your Completion of Investigation reply and emailing the Directors of Accelerate People via qualityassurance@accelerate-people.co.uk, or if it is in reference to a Director it would need to go to the Chairman of Accelerate People via Alex.MacLeod@blenheimchalcot.com.
- No new grounds may be raised, but new evidence can be submitted.
- You may be invited to a virtual meeting to discuss the complaint where an administrator will be present to take notes.
- The Directors of Accelerate People Ltd will review the case within one month.
- Any delay to this timing will be communicated to you.
- You will receive a Completion of Investigation reply informing you of the outcome. This decision will be final within Accelerate People.

Note: If you are not satisfied with the outcome you have the opportunity to escalate to the EQA (NSAR) or the ESFA using the below contact details:

NSAR

Email - eqa@nsar.co.uk
Telephone - 020 3021 0575

ESFA

Email - complaints.ESFA@education.gov.uk
Post - Complaints team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

5. Quality Assurance

All complaints are reported and reviewed internally each month. They are also reviewed by the Quality Board who meet quarterly.

We aim to improve our business processes and our response to customers from the feedback we receive.