

DRL Services LTD

Complaints Company Policy

Introduction

DRL Services (“DRL”) believes that if a learner, employer or other stakeholder wishes to make a complaint or register a concern, they should find it easy to do so.

It is company policy to look upon complaints as an opportunity to learn, adapt, improve and provide better services. This procedure is intended to ensure that complaints are dealt with properly and that all complaints or comments by learners, employers or other stakeholders are taken seriously.

The procedure is not designed to apportion blame, but rather to ensure we can continuously improve service levels, customer service and satisfaction. We will ensure that the process is easy to follow, fair and sensitive to both staff and the complainant.

Scope

This policy applies to all staff, contractors and other people working on behalf of DRL. We expect all staff, contractors and other people working on behalf of DRL, to promote good practice by being an excellent role model and provide first class customer service.

The policy is also relevant to all outside parties that may wish to register a complaint or concern, such as an employer, learner or external partner.

Policy

If you are dissatisfied with any aspect of your course; in the first instance, you should raise your complaint with your Trainer/Assessor.

If this is not appropriate, or they are unable to provide a satisfactory response, you should then put your complaint in writing, using the DRL Complaints Form (available from the Office – form DRL/PP/SF/CF/01), which should be sent directly to the office to co-ordinate an investigation.

DRL will log your complaint and initiate a full investigation of the circumstances. We will provide a response within 10 working days of receipt. The final decision rests with Senior Management except where the complaint lies with the awarding organisation where the Awarding organisation procedures will apply.

If you remain unhappy after your complaint has been investigated and a decision made, then you may escalate your complaint to our Managing Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision. Your concerns will be investigated, and any additional information considered.

You will receive a full and final response from DRL within 10 working days of receipt. Please

contact the office on 01375 488 008 for the relevant contact details.

If you still remain unhappy following our internal investigation and decision, and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly. Details of the relevant Awarding Organisation can be obtained from the office on 01375 488 008.

If you remain dissatisfied with the response from the Awarding Organisation, then you can escalate the complaint to the relevant Qualification Regulator. This information will be provided by the Awarding Organisation once its internal process has been exhausted or upon request.

Certification Organisation Complaints Procedure

The Certification Bodies' Appeals and Complaints procedures are open to all candidates once registered with the Awarding Organisation. The procedures are designed to resolve disputes arising from the following activities. These procedures broadly cover;

- Assessment and verification practice or decisions
- Centre approval decisions
- Claims for certification
- Or any other complaint a candidate may have

DRL cannot confirm that any qualification will be issued until the Awarding Organisation has standardised and verified the outcome of your exams or portfolio. The Awarding Organisation can, at any time within three years after completion, call your work for additional external verification. Our Internal Quality Assurers, tutors and trainer's opinion is at all times inferior to that of the external verification system, and any views on pass or otherwise must be taken as "a qualified opinion" for which DRL cannot be held liable, as the ultimate decision lies with the awarding organisation.

DRL are at no time liable for having given a qualified opinion prior to the external verification process if an external pay related agreement between yourself and your employer dependent on the outcome of any qualification occurs.

Information about Awarding Organisations relevant to your programme is available from the office on 01375 488 008.

If you're unhappy with the outcome

You can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled in relation to ESFA funded delivery.

The ESFA does not deal with complaints about employment issues (for example, a problem with your contract if you're working as an apprentice).

You must contact the ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team.

complaints.ESFA@education.gov.uk

Compliance

Regular evaluations and reviews of this policy – including reporting procedures and concerns monitoring – will be undertaken to ensure compliance throughout DRL. Also, to ensure the policy accurately reflects the practices of DRL.

Key details

Policy prepared by:	David Jamieson
Approved on:	20 June 2015
Policy became operational on:	1 July 2015
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