Complaints and Appeals Procedure

Roxby Training Solutions Limited
Unit W1 Wellington Court, Preston Farm Business Park, Stockton-on-Tees, TS18 3TA
Company No. 07206012 - Vat No: 990208025
Tel: +44 (0)1642 438700
Web: www.roxby.com

Purpose

To define a process by which our client's complaints are dealt in an effective and controlled manner. Roxby Training Solutions ensures that complaints and are appeals are dealt with in accordance to this procedure.

Definition of a Formal Complaint

For the purpose of this policy and fair consideration, we define complaints as one of the following:

1. Grievance or expression of dissatisfaction relating to the standard of teaching/instruction, or monitoring of assessment.
2. Grievance or expression of dissatisfaction relating to an employee(s) of Roxby Training Solutions and their behavior.
3. Grievance or expression of dissatisfaction relating to the management, marketing or administration processes of Roxby Training Solutions.

Responsibilities

All Roxby Training Solutions personnel are responsible for reporting complaints to the General Manager in a timely manner.

The General Manager is initially responsible for recording complaints and notifying the Directors if applicable.

The General Manager is responsible for reviewing complaints within management meetings or sooner depending on the severity of the complaint.

If a complaint is unable to be resolved to either parties' satisfaction, Roxby Training Solutions will issue the customer with a letter advising final position and details of next steps for independent adjudication (complaints relating to courses certified by awarding bodies).

The General Manager is responsible for the issue of and all changes to this procedure.

Information for Customers

This policy and process diagram will be displayed both on the Roxby Training Solutions website www.roxby.com and clearly posted in the training centres. Customers are welcome to report informal complaints to any member of staff, or formal complaints in person or in writing to the management team:

- Joanne Dean, General Manager j.dean@roxby.com
- Richard Mellor, Assistant Manager, Stockton r.mellor@roxby.com
- Nassia Fulcher, Centre Manager, Stallingborough n.fulcher@roxby.com
- By telephone: +44 (0) 1642 438700
- By post: Joanne Dean, Centre Manager, Roxby Training Solutions Ltd, Unit W1 Wellington Court, Preston Farm Business Park, Stockton-on-Tees, TS18 3TA

Procedure

Formal complaints will be;

- Acknowledged within a given time frame, herewith defined as 5 working days.
- Given the opportunity to express their grievance or expression of dissatisfaction.
- Offered proposed action to resolve the complaint to both parties' satisfaction in a reasonable timescale.

Formal complaints will be logged within the BIR (Business Improvement Report) by the management team. A review of formal complaints will be conducted at regular management review meetings. Any actions arising or required changes to processes will be discussed.

Formal complaints are managed in accordance with the 'Complaints Process Flow Diagram.'

For formal complaints and appeals relating to courses certified by awarding bodies, please note some additional information regarding their processes:-

1. CompEx, CCL2003 CompEx Complaints Policy – CCL2003-Complaints-Policy-Rev-1-March-23.pdf (compexcertification.com)

   CompEx, CCL2004 CompEx Appeals Policy - CCL2004-Appeals-Policy-Rev1-March-23.pdf (compexcertification.com)

2. City & Guilds, Feedback and Complaints Policy - Microsoft Word - CityandGuilds_Complaints_Policy v1.3
3. ECITB Awarding Organisation, Complaints Policy and Procedure - ECITB Awarding Organisation Complaints Policy and Procedure RV2-2

   ECITB Awarding Organisation, Appeals Policy and Procedure - Malpractice and Maladministration Policy and Procedure RV2-0 (ecitb.org.uk)