

Quality System



Policy Number

CUR002

Policy Title

Complaints Policy

1. Introduction

It is accepted that in any training provider there will be times when a learner, group of learners, employer, or member of the wider community, feel they have reasons to feel aggrieved at their treatment.

2. Aims of Policy

To allow a proper mechanism to allow such persons to bring this complaint to the attention of the management of the company and to ensure that the management deals with it in a fair and equitable manner.

3. Definitions

Complaint – is defined as a statement that something is/has been unsatisfactory or unacceptable.

Compliment – is defined as the polite expression of praise or admiration for someone or something.

Complainant - the party who makes the complaint in a legal action or proceeding

4. Implementation

The overall responsibility for the implementation of this policy lies with the Directors. Commitment to this policy is firmly supported by NC's Management team who will be responsible for monitoring its implementation.

All staff and sub-contractors are expected to adhere to this policy.

All NC Group staff members will receive appropriate training with regard to any updates to the complaints policy to ensure their understanding of the process is of the most updated version. Training will be carried out for all new members of staff and will form part of their introductory training period, and will also be carried out during standardisation meetings throughout the year as part of the annual CPD schedule.

5. Who it applies to

This policy applies to all staff and sub-contractors.

6. Inclusions

All learners and employers. Also members of the public who come into contact with NC.

7. Exclusions

There are no exclusions to this policy

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Date Produced:	14/08/2020	Author:	N. Mounsey	Revised by:	L. Noble

8. Steps of policy

Step 1 - the complaint information will be passed to Individual responsible for managing complaints within 5 working days of receiving the complaint. Liam Noble (Director of Business Performance) liam.noble@ncgrouppltd.co.uk.

Step 2 - the information will be added to the complaints/opportunities to improve log

Step 3 - a letter acknowledging receipt of the complaint will be sent within 5 days of receiving it, enclosing a copy of this policy, a contact name and date of expected reply.

Step 4 – the complaint will then be investigated

Step 5 - we will write within 10 working days of receiving a complaint, confirming our final position - Whether the complaint is justified or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

If the complainant feels that the problem has not been satisfactorily resolved at this stage, they can request that the complaint is reviewed by a different person at NC Group and the following process applies:

Step 6 - a letter acknowledging receipt of the complaint will be sent within 5 working days of receiving it

Step 7 – the complaint will then be investigated

Step 8 - write within 10 working days of receiving the complaint confirming our final position - Whether the complaint is justified or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint

Step 9 - The decision taken at this stage is final, unless it is appropriate to seek external assistance with resolution.

Should the complaint be in reference to a decision where we did not apply procedures consistently or those procedures were not followed properly and fairly, examples may include:

- A decision to decline a request to make reasonable adjustments or give special considerations
- The outcome of assessment, including external verification and certification
- Any action taken by NC Group following investigations into incidents of malpractice or maladministration

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Then the complainant will be referred to NC Groups Appeals policy.

Complaints to the awarding body

The complainant also has the right to raise any complaints to the appropriate Awarding Organisation or Accrediting body and or the regulators such as Ofqual, SQA Accreditation, Qualification Wales, or complaint to the Scottish Public Services Ombudsman for Scottish provision if they felt that SQA Accreditation had not dealt with their complaint adequately.

Complaint's procedure and contact details for a regulator or a regulated Awarding Organisation can be obtained from the following regulators website.

For Ofqual approved qualifications (England, Wales and Northern Ireland*) complaints should be made in writing to Ofqual, Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH or emailed to complaints@ofqual.gov.uk.

Personal Data complaints

In the event of a Data breach, the complainant should raise their immediate concern to the organisations data protection officer, Ian Nelson (ian.nelson@ncgrouppltd.co.uk) the DPO will investigate the complaint within 48 hours and ensure and reportable breaches are done so to the ICO within the required 72 hour timescale.

For complaints direct to the Information Commissioner's Office

If you have concerns about an organisation's information rights practices, you are within your right to report it direct to the ICO, you can do this via the details below:

ICO

casework@ico.org.uk

Telephone: 0303 123 1113

Textphone: 01625 545860

Information Commissioner's Office

Wycliffe House Water Lane

Wilmslow

Cheshire

SK9 5AF

Public Interest Disclosure

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If workers bring information about a wrongdoing to the attention of their employers or a relevant organisation, they are protected in certain circumstances under the Public Interest Disclosure Act 1998. This is commonly referred to as 'blowing the whistle'. The law that protects whistle-blowers is for the public interest - so people can speak out if they find malpractice in an organisation. Blowing the whistle is more formally known as 'making a disclosure in the public interest'.

9. Compliments and feedback

We define a compliment as an expression of praise concerning a high level of service delivery and/or customer care received.

Acknowledgements will be sent within 5 working days of receipt in respect of all feedback and compliments. Compliments should be in writing and emailed to Liam Noble (Director of Business Performance) liam.noble@ncgrouppltd.co.uk.

Compliments and feedback which warrant a response will be replied to within 10 working days.

Compliments and feedback may be communicated internally and via social media networks if applicable to external stakeholders and partners and with the customer approval.

10. Monitoring and reporting

NC Group records complaints in the Complaints Log and reviews these regularly to identify any trends which may have an impact upon other learners. Where a complaint is upheld, the impact on other learners is considered and action is taken to ensure learners are not disadvantaged.

Where it has been established that a complaint is valid, we will take appropriate action that will be proportionate to the gravity and scope of the occurrence. This will be documented at management meeting and added to the risk register.

This policy is reviewed regularly and updated annually or as and when required.

11. Review Process

This policy will be reviewed on a regular basis and as and when incidents or new legislation requires it.

It will be reviewed on an annual basis as a minimum.

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12. Record of Policy Changes/Amendments

Section	Note of changes	Revision Date	Person Responsible
9	Additional note of Complaints Log added	08/04/2021	L. Noble
7	Quality Manger details added as lead person	08/04/2021	L. Noble
3	Definitions added	17/03/2022	L. Noble
8 & 9	Update to role for Liam Noble	17/03/2023	L. Noble
8	Update to Liam Noble job title (Director of Business Performance)	28/03/2023	L. Noble
4	Addition of staff training relating to complaints process	28/03/2023	L. Noble

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