



# QMB Group LTD Complaints and Concerns Policy

## 1. Purpose

QMB Group LTD provides appropriate mechanisms and services for students to have complaints and concerns addressed fairly, efficiently and effectively. QMB Group LTD will act on each substantiated complaint, and concern. In doing so, QMB Group LTD aims to ensure the ongoing provision of high-quality training and qualification Services, including training and assessment and robust administrative processes to support contract compliance and obligations.

## 2. Scope

This policy applies to all current and prospective students.

## 3. Definitions

Informal Complaint is where a student wishes to discuss an incident or concern but does not want to implement formal proceedings.

Formal Complaint consists of more serious concerns where evidence may be required.

## 4. Policy Statement

QMB Group LTD ensures that all students have access to a fair and equitable process for dealing with complaints or concerns and provides an avenue for students to complain against such decisions which affect the student's progress. Every effort is made by QMB Group LTD to resolve the student's complaint or concern. To this end, formal and informal complaints or concerns should be raised with staff at QMB Group LTD. Where this has not been addressed or resolved, then the Head of Training and or Directors at QMB Group LTD should be contacted. This can further be escalated to the Awarding Body.

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At the time of enrolment, the complaints, concerns procedure and appeals policy is outlined to students. Where a complaint or concern cannot be resolved internally, QMB Group LTD provides an external independent person to hear the appeal or case.

## 5. Policy Principles

1. Students may raise any matters of concern relating to training delivery and assessment, the quality of the learning, student's amenities, discrimination, sexual harassment and other issues that may arise.
2. All prospective students are provided with brochure or can be downloaded via QMB Group LTD website.
3. All complaints, concerns, or appeals are handled professionally and confidentially in order to achieve a satisfactory resolution.
4. All parties will have a clear understanding of the steps involved in the complaints procedure.
5. QMB Group LTD provides all eligible Individuals with support.
6. All complaints or concerns are managed fairly and equitably and as efficiently as possible.
7. All complaints or concerns and outcomes are documented in writing.
8. QMB Group LTD attempts to resolve any complaints, concerns and appeals fairly and equitably within 10 working days from receipt of notice of complaint.
9. A student's enrolment will not be affected by suspension or cancellation while the complaints process is being conducted.
10. Students will be offered support to complete the Notice of Complaint, Concern, Appeal Form where required

### 5.1 Informal Complaint Process

An informal complaint process can be used where the concern is less serious and may not result in disciplinary action. It can take the form of a verbal conversation or written, and it is anticipated that the concern can be dealt with quickly and easily. The student is advised to

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discuss concerns with their trainer, where appropriate, or make an appointment to discuss with the Head of Training. It is advisable for the student to contact the Head of Training before lodging a formal complaint, to discuss other avenues available to them.

Based on the conversation or written communication the Head of Training will endeavour to resolve the concern. In all cases the concern will be documented and recorded in the Continuous Improvement Register to ensure that QMB Group LTD can continue to improve their systems and processes. In some circumstances it may be decided by either the Head of training or the student that the concern cannot be resolved through an informal process and will be escalated to a Formal Complaint.

## 5.2 Formal Complaint Process

The formal complaint process usually relates to concerns, issues or complaints of a more serious nature. Formal complaints must always be submitted in writing and all steps of the process will be documented and retained.

## 5.3 Appeal Procedures

Students, who feel they may have been unfairly treated, may follow the procedures listed below:

- a) The student should firstly discuss the matter with their Assessor/Trainer (where appropriate). If they are not satisfied, the student may request to escalate the matter to the Head of Training for consideration by completing the Notice of Complaint, and Concern. This can be obtained from the assessor or centre directly.
- b) The Head of Training will contact the student within 48 hours to confirm receipt of form, discusses the circumstances with the relevant personnel, and makes a decision.
- c) The student is contacted within 10 working days to let the student know the decision that has been made. The student has 5 working days to respond to formal decision.
- d) The student may request a face-to-face meeting with the Head of Training to formally present his or her case in appeal of the decision of the Head of Training. Once this meeting has occurred, the Head of Training will respond in writing within 24 hours.
- e) A written statement of the complaint outcome, including reasons for the decision will be documented and provided to student.

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- f) Where a complaint, concern cannot be resolved through discussion and conciliation, QMB Group LTD acknowledges the need for an appropriate external and independent agent to mediate between the parties. The student may also request for this.
- i) If the student is still dissatisfied with the outcome after QMB Group LTD has engaged an independent agent, the student may lodge a complaint with AO Awarding Body via the information on the documents provided or via the website.

We recommend you use the following standard wording:

*For assessment -related complaints, candidates of AO qualifications may also have the right to complain to AO. AO will only consider your complaint if you have already exhausted all stages of (insert your organisation's name)'s complaints procedure and you remain dissatisfied with the outcome or the way in which we handled your complaint, or you believe that we have unreasonably failed to apply the procedure correctly.*

*AO may consider complaints about:*

- assessment — in the broadest sense, including the conduct of, preparation for, and environment for, assessment*
- dissatisfaction with the way in which the centre handled the complaint*

*AO will not consider complaints about:*

- academic judgement (use Appeals or Post-results Services)*
- the wider experience of being a candidate (eg support services, funding, facilities — you may wish to insert your own examples)*

### **AO Customer Complaints and Feedback web page**

#### **Regulated qualifications**

You must also inform all candidates on regulated qualifications (including all SVQs) that they also have the right to ask the relevant regulator (AO Accreditation, Ofqual or Qualifications Wales) to look at their complaint if they remain dissatisfied after your final response has been issued.

You must make it clear that this does not apply to candidates on non-regulated qualifications. Do not include this 'Regulated qualifications' section if your centre does not deliver regulated qualifications.

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## 5.4 Records

QMB Group LTD maintains records of all informal and formal discussions regarding complaints, concerns and appeals and records them in the Continuous Improvement Register for monitoring and tracking. Evidence of the complaint is filed in the student’s record.

## 6. Person(s) Responsible

The Head of Training is responsible for the control of this policy and procedure and ensuring that all complaints are dealt with fairly, efficiently and effectively. The Head of Training and Compliance Coordinator are responsible for the registration of complaints in the Continuous Improvement Register. The Head of Training have the power to delegate the responsibility to appropriate Training staff members.

Any appeal must be made directly to the Head of Training through formal letter, email, phone or in person.

Head of Training contact:

Name: George Dan Fogorosi

Phone number: 07719305606

Email address: office@qmbgroup.co.uk

The candidate will be contacted within a 5 working days of the complaint being referred. Where the complaint cannot be resolved within the stated timescales, the candidate will be kept informed of the progress and status of your complaint.

## 7. Associated Documents

- Notice of Complaint, Concern
- Management Review Report

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