



Enquiries and Complaints Policy & Procedure

1. Introduction

1.1 This policy and procedure is established for the benefit of all existing or potential customers, including Learners, and is provided to deal with Enquiries and Complaints relating to training provided by Amplio Training (hereinafter referred to as Amplio) that leads to qualifications awarded by the relevant Awarding Organisation.

1.2 It is a principle of this policy that all enquiries and complaints are dealt with quickly, fairly and thoroughly. It is hoped that issues will normally be resolved amicably through informal dialogue between the parties concerned. However, where this is not possible, the following formal procedures will be applied.

2. Enquiries

2.1 Enquiries include any contacts made to Amplio in regard to our services or products.

2.2 For the benefit of Learners, Awarding Organisations and Regulatory Bodies, it is important that all enquiries are acknowledged within 24 hours, for all enquiries received during office hours 9am - 5pm, Monday to Friday excluding weekends and Bank Holidays, and dealt with, where possible, within 5 working days.

3. Complaints

3.1 Complaints may relate to dissatisfaction concerning:

- Content or conduct of courses leading to FAA/Highfield qualifications
- Assessment process
- Alleged miss-selling or unfair eligibility conditions
- Failure to make appropriate reasonable adjustments for Learners

This list is not exhaustive

3.2 Where a complaint is not immediately resolved by informal discussion with the complainant, complaints will be dealt with under the formal procedures as set out in paras 3.3 to 3.9.

Centre's complaints procedure (validity of complaints)

3.3 The application of the formal complaints procedure will only be taken with the knowledge or consent of the complainant. The initial contact may clearly indicate this to be appropriate, otherwise the complainant will be asked if they wish to raise the matter formally. It is expected that the complainant should provide their name, although such personal data will be kept confidential unless this would prevent a full investigation.

Initial complaint

3.4 Complaints relating to the conduct of Amplio should be first raised within 4 weeks of the issue arising and will be dealt with under the following procedure. Where the complainant is unable, for any reason, to refer the complaint directly to Amplio Training, they may refer the matter directly to the relevant organisation.

3.5 When a complaint, or review application, is received, Amplio Training will:

- Acknowledge receipt within 5 working days
- Request any further information that may be required
- Arrange for appropriate Centre personnel to examine the complaint
- Aim to examine the complaint and respond within 20 working days of receipt of the complaint. (Where it is possible that the processes may take longer we will contact the parties concerned to inform them of the likely revised timescale)
- Inform the complainant of the outcome within 5 working days of the decision being made
- Inform the complainant that, if they are still not happy with the outcome, they may request that the matter be referred to the FAA/Highfield qualifications (The Awarding Organisation) or the relevant Regulatory Body (Ofqual, SQA Accreditation, Qualifications Wales or CCEA)
- Where, as a result of investigations, Amplio find evidence of possible maladministration or malpractice, Amplio will inform FAA/Highfield qualifications and take appropriate remedial action

Complaint review

3.6 If the complainant is not happy with the outcome of their initial complaint, they may request a review of the decision. Application for review must be in writing setting out the reasons for the request.

3.7 On receiving a review request, Amplio will carry out a thorough examination of the complainant's reasons, seek further information or guidance that may be needed and, if felt appropriate, involve an independent person that is appropriately qualified.

3.8 Amplio aim to complete the review and respond within 20 working days of receipt of the review application. If a longer period is needed the complainant will be informed.

3.9 Amplio will convey the results of the review in writing and indicate that, if the complainant is still not happy with the outcome, they may request that the matter be referred to FAA/Highfield qualifications (The Awarding Organisation). This can be done by requesting contact details from Amplio upon request or directly contacting Highfield on their website at www.highfieldabc.com and/or telephone on 0845 266 350. Or alternatively the relevant Regulatory Authority for review.

Amplio Training, 122 Temple Street, Sidmouth, Devon, EX10 9BJ

Tel: 07950 353 133

Email: info@ampliotraining.co.uk

Web: www.ampliotraining.co.uk

4. Miscellaneous

Remedial action to be taken when complaints identify procedural failure or weakness

4.1 Where a complaint identify a failure in the assessment process, or a weakness is discovered which does not affect the actual outcome of the issue that has been considered, Amplio will take all reasonable steps to:

- a) identify any other Learner(s) who has been affected
- b) correct or, where it cannot be corrected, mitigate as far as possible the effects of any failure, and
- c) ensure that the failure does not recur in the future
- d) rectify any weakness discovered

Records

4.2 Amplio will retain all paperwork relating to complaints for three years.

Policy review arrangements

4.3 Amplio will review this policy periodically and revise it as necessary in response to customer and candidate feedback, changes in FAA/Highfield qualifications policies and practices, actions from the regulatory authorities or external agencies or changes in legislation. Amplio welcome feedback or views of interested parties to ensure the policy is fit for purpose. If you would like to feedback any views, or if you have any questions concerning this policy, please contact Amplio via the details provided at the end of this policy.

Fees

4.4 Amplio reserve the right, in exceptional circumstances such as where a complaint is regarded as frivolous or vexatious, to charge complainants a fee to cover the administrative and personal costs where such actions are dismissed accordingly.

4.5 How to contact Amplio Training

Post: Amplio Training, 122 Temple Street, Sidmouth, Devon, EX10 9BJ

Tel: 07950 353 133

Email: info@ampliotraining.co.uk

Web: www.ampliotraining.co.uk