



# COMPLAINTS PROCEDURE

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Debbie Richards

NURTURE TRAINING AND DEVELOPMENT



# Complaints Procedure

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## Policy

Nurture Training & Development formal complaints procedures do not cover complaints that relate to matters of academic judgement. Complaints on such grounds are therefore not likely to be accepted and will be ordinarily dismissed or otherwise deemed ineligible for consideration. Complainants of this nature should refer to the Appeals Policy & Procedure.

If you are dissatisfied with Nurture Training & Development educational or support services (other than in respect of which the Academic Appeals Procedure applies) you should follow the procedure as detailed below.

Nurture aims to handle complaints in a way which is sympathetic, fair and efficient, which encourages informal conciliation, facilitates early resolution, maintains individual privacy and confidentiality and permits useful feedback.

## Definition

Business Dictionary (2020) Defines a complaint as (“Expression of discontent, regret, pain, censure, resentment, or grief; lament; fault-finding”).

## Procedure

The complaints process has three stages, and it is anticipated that most problems will be resolved in the first two stages.

### The three stages are:

- Discussion and advice
- Informal process
- Formal process

You may withdraw a complaint or stop the process at any time in stage 1 or 2 and, in stage 3, with the consent of the Reviewer. Personal privacy will be respected.

If you are contemplating making a complaint relating to Nurture Training & Development educational or support services, you may wish to contact the Managing Director

### *Stage 1: Discussion and advice*

It is very important to voice concerns or to register the nature of a complaint as soon as possible, and to seek informal resolution and conciliation if possible, as this facilitates early resolution. Raising an issue can often resolve a problem quickly and informally; a complaint (which may, for instance, be founded on a misunderstanding or disagreement) can sometimes simply require a calm, balanced and non-prejudicial discussion between parties, without the need for any further action.

At the earliest stages, a complaint may be resolved quickly and efficiently by simple consultation or discussion with the right person - such as those listed below:

- Tutor / Assessor
- Internal Verifier
- Managing Director

Where possible you should raise your concern with the person to whom the complaint refers. The person you contact might be able to solve the problem directly, to intervene, or at least offer suitable advice about how to proceed or where to go for assistance or advice. They may be able to advise about what would constitute an appropriate remedy, and opportunity to consider whether there is indeed a complaint to be addressed. You will then be in a position to decide whether to proceed further, and how.

If, however, you feel that a complaint has not been dealt with satisfactorily at the initial, local level or if the problem is of a more serious nature, then you should follow the formal procedures set out below.

### *Stage 2: Informal process*

Before making a complaint under stage 2 of the process, you should have exhausted informal routes, as outlined under stage 1. If informal routes seem not to have been exhausted then the complaint may be referred to informal resolution under stage 1.

To submit a formal complaint, you should contact the Managing Director. A complaint should normally be made within three months of the occurrence of the matter complained about. If there is a delay you should explain the reason.

If the Managing Director, on inquiry, judges that the complaint appears to be unjustified, misconceived or vexatious, the Managing Director may write to you to invite withdrawal of the complaint. The complaint will proceed only if you respond, in writing, within 10 working days and request the complaint to proceed.

In the event the complaint has not been resolved by informal discussion or does not appear capable of informal resolution, the Managing Director will proceed to consider the complaint formally in consultation with those concerned in the provision of the service, e.g. the Course Tutor/Assessor, Internal Verifier, or other Service Manager. You will be informed at this stage that formal procedures have been initiated.

Where a complaint puts in issue a matter of academic freedom and/or the professional judgement and/or reputation of the person about whom you are complaining s/he will have a right to put their case to the Managing Director

The Managing Director will provide you with a provisional response in writing as soon as reasonably practicable, and normally within 20 working days of the initiation of the formal procedure. You will be invited to comment on the provisional response in writing within 15 working days or longer, where appropriate.

The Managing Director will review the provisional response in light of any observations made by you, and then provide you with a final written response normally within 15 working days after the date by which you were invited to comment on the provisional response.

If the Managing Director upholds the complaint, s/he will procure so far as possible such remedy as they consider fair and equitable in all the circumstances, which may include:

- A full explanation
- An apology (which is not an admission of liability)
- The matter put right if possible
- If appropriate, disciplinary action may be taken

If you are not satisfied with the outcome, whether the complaint is upheld or not, you may consider whether to pursue the complaint through stage 3.

### *Stage 3. Formal process*

If you decide to pursue your complaint, you should contact the Managing Director in writing to the Office address (quoting stage 3) within 20 working days of learning the outcome of the investigations under stage 2.

On receiving a complaint form, the Managing Director will provide, normally within 15 working days, a full written report covering all the circumstances leading to the complaint, the investigation and the outcome, a copy of which will be sent to you. The Managing Director will invite you to make representations in writing on the written report within a further 15 working days, or longer where appropriate, and will then appoint a Company Reviewer, with no prior involvement in the case.

The Reviewer will be appointed by the Managing Director and will be a senior member of Nurture. The appointment of a Reviewer is a formal procedure that will normally be completed within 30 working days.

The Reviewer will consider all documents relating to the case, including the report to the manager, your representations and the results of any further enquiries they may make, at their discretion. All documents considered by the Reviewer will be made available to you. If the Reviewer agrees that the matter has been considered fully and appropriately and that there are no grounds for a hearing, you will be informed that your complaint has been dismissed and the reasons for the decision. If, however, it appears that you may have grounds for making a complaint, the Reviewer will arrange a hearing to which you will be invited and you may, if you wish, be accompanied by an appropriate person.

Others involved in the case may also be invited to appear before the Reviewer and will be provided with the same documents as you and the Reviewer.

Nurture manager will assist the Reviewer and will be present throughout the whole proceedings of any hearing and will prepare the draft report. The Reviewer will issue a report containing findings about the complaint and may make recommendations as to remedies, if any, to be adopted or other action recommended to be taken. If the complaint is dismissed, the Reviewer will provide reasons for their decision.

The Reviewer may terminate the proceedings, determine that a complaint is rejected as vexatious or frivolous, or refer the complaint for informal resolution.

The Managing Director will communicate the decision of the Reviewer to you, normally within 15 working days of the meeting or hearing.

When the recommendations of the Reviewer are completed, Nurture will send a completion of procedures letter to you.

The decision of Nurture Training & Development Reviewer is final within Nurture Training & Development.

All decisions reached by a Company Reviewer will be reported to Nurture Training & Development Managing Director: [Debbie Richards](#)

A complaint is an expression of dissatisfaction concerning [Nurture Training & Development] product or service. [Nurture Training & Development] take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention. It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you

are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor/Assessor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor/Assessor, then:

Please contact Debbie Richards, Centre Quality Manager via one of the following options:

Call: 01744 334383

E-mail: [drichards@nurturetraining.org](mailto:drichards@nurturetraining.org)

Write to: Nurture Training & Development, Millennium House, St Helens, WA10 1HJ

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far;
- Copies of any papers or letters or electronic audits to do with the complaint.

Nurture Training & Development ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Managing Director, Debbie Richards will investigate your complaint and respond to you within 10 working days using Investigation and report finding document to present the facts.

Appealing after an initial complaint has been raised in the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to the Manager. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The managing director will investigate in full and respond to you within 10 working days using Investigation and report finding document to present the facts.

The Manager Director, Debbie Richards can be contacted on:

Call: 01744 334383

E-mail: [drichards@nurturetrainig.org](mailto:drichards@nurturetrainig.org)

Write to: Millennium House, Millennium Centre, St Helens, WA10 1HJ

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly. The Awarding Organisation is Highfield Awarding Body for Compliance (HABC) and their complaint policy can be located on their website:

[www.highfieldabc.com](http://www.highfieldabc.com)

Alternatively, please speak to the HABC team on 0845 2260350.

Should you address your complaint to HABC and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator – Ofqual. A representative at HABC will be able to offer you guidance on the appropriate qualification regulator in this instance and provide contact details.

Should you have undertaken a qualification and wish to make a complaint and you have exhausted the procedures of Nurture Training & Development, HABC as the Awarding Organisation, and the relevant qualification regulator then you do have one final route of complaint.

Please contact the Local Ombudsman who also support any complaints and is the final contact when all other options have been exhausted.

You can also contact the Ombudsman services via the following link: <https://www.ombudsman-services.org/about-us/contact-us>

If you have any queries about the contents of this policy, please contact the Managing Director, Debbie Richards directly on:

Mobile: 078106401258 Office Line: 01744 334383

or

email: [drichards@nurturetraining.org](mailto:drichards@nurturetraining.org)

## APPEALS

### Aims and Objectives

To enable the learner to enquire, question or appeal against an assessment decision.

To attempt to reach agreement between the learner and the assessor at the earliest opportunity

To standardise and record any appeal to ensure openness and fairness.

To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.

**To protect the interests of all learners and the integrity of the qualification. In order to do this, the centre will**

Inform the learner at induction, of the Appeals Policy and procedure. (see Learners' Guide to Appealing an Assessment Decision below)

Record, track and validate any appeal.

Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted.

Keep appeals records for inspection by the awarding body for a minimum of 18 months.

Have a staged appeals procedure.

Will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results.

Monitor appeals to inform quality improvement

### **Learners' Guide to Appealing an Assessment Decision**

If you feel that any of your work has been assessed inaccurately or unfairly by one of your tutors, you may use Nurture Training & Development Appeals Procedure to have this work reassessed. You should start this process as soon as possible and certainly within 10 days.

**This is the process which will be used:**

### Stage 1

You should first of all appeal to the tutor or assessor who made the original decision and who provided you with feedback. The assessor will discuss with you the reasons for making their assessment decision.

### Stage 2

If you are still not satisfied with this decision, your tutor or assessor will refer the matter to their nominated internal verifier.

This person will re-assess your work against the standards set by the Awarding Body and will communicate their decision to you and to your tutor or assessor.

### Stage 3

If you are still not satisfied after Stages 1 and 2 of the procedure have been completed, the lead internal verifier will organise an Appeals Panel for consideration of your appeal.

- The Appeals Panel shall meet within the next 10 working days.
- An appeals panel will consist of the Managing Director, Lead Internal Assurance
- The decision of the Appeals Panel will be final as far as Nurture Training & Development is concerned.

### Stage 4

If you are still not satisfied with this decision, you have the right to contact the Awarding Body for your qualification and request that they investigate the matter further.

## Appeals Procedure Continued

The following sets out the appeals procedure for Nurture Training & Development. This procedure covers the process for raising appeals against an academic decision that has been made. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal to Nurture Training & Development via one of the following methods:

Call: 07810640128

E-mail: [drichards@nurturetraining.org](mailto:drichards@nurturetraining.org)

Write to: Nurture Training & Development, Millennium House, Millennium Centre, St Helens, WA10 1HJ

Examples of areas where an appeal may be raised are as follows:

If the learner believes that Nurture Training & Development has not applied the awarding body procedures consistently or that procedures were not followed properly, consistently and fairly;

If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and

If the learner feels that the premises/environment for assessment has disadvantaged them.

(Should a learner wish to appeal against a decision made after a complaint has been investigated then please refer to our Complaints Procedure)

When you contact us

please give us your full name, contact details, and include a daytime telephone number along with:

A full description of your appeal (including the subject matter and dates and times if known);

Any names of the people you have dealt with so far;

Copies of any papers or letters or electronic audits to do with the appeal; and

Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made. Appeals will be investigated, and a review panel may be formed in order to reach a decision. We aim to investigate and respond to appeals within 10 working days using Investigation and report finding document to present the facts.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact Nurture Internal Quality Manager directly: Debbie Richards, via one of the following options:

Call: 01744 334383

E-mail: [drichards@nurturetraining.org](mailto:drichards@nurturetraining.org)

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When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

A full description of your complaint (including the subject matter and dates and times if known);

Any names of the people you have dealt with so far;

Copies of any papers or letters or electronic audits to do with the complaint.

Nurture Training & Development ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Managing Director, Debbie Richards will investigate your complaint and respond to you within 10 working days, using Investigation and report finding document to present the facts.

If the complaint is about Debbie Richards, you can send your information and complaint to Rosie Corcoran [rcorcoran@nurturetraining.org](mailto:rcorcoran@nurturetraining.org) who will handle your complaint to avoid any conflict arising within the complaint's procedure. Rosie will investigate in full and respond to you within 10 working days, using Investigation and report finding document to present the facts.

Appealing after an initial complaint has been raised in the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to the Manager. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The managing director will investigate in full and respond to you within 10 working days, using Investigation and report finding document to present the facts.

The Manager Director, Debbie Richards can be contacted on:

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