

# COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY

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## COMPLIMENTS, SUGGESTIONS, AND COMPLAINTS: A Quick Guide

Auto-Assess has an open approach to praise and criticism of the full range of services that it provides. This guide serves to support you with communicating a compliment, suggestion, or complaint.

### CONCERNS AND INFORMAL COMPLAINTS:

In the first instance, Auto-Assess encourages you to seek to resolve your concern informally by sharing the concern with the most appropriate member of staff, your Learning Development Coach (LDC) to seek a prompt resolution.

### COMPLIMENTS, SUGGESTIONS, AND COMPLAINTS – Can be communicated in various ways:

- By emailing Auto Assess [contact@auto-assessltd.co.uk](mailto:contact@auto-assessltd.co.uk)
- Verbally or by telephone, followed immediately up by email
- In writing to the office address
- Use of the 'contact us' page on our website

### FORMAL COMPLAINTS:

If the response at the informal stage is not satisfactory, you can formally submit your complaint in writing to the Complaints Department [contact@auto-assessltd.co.uk](mailto:contact@auto-assessltd.co.uk)

You should specify:

- The nature of your complaint
- Any previous attempts you have made to resolve the problem
- Your desired resolution of the complaint

### COMPLAINT HANDLING PROCEDURE:

Upon receiving a complaint, we will:

- Acknowledge receipt of the complaint within 24 hours.
- Confirm the name of the person to contact

# COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY

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- Investigate the complaint thoroughly and impartially.
- Keep the customer informed of the progress of the investigation at regular intervals.
- Aim to provide a resolution within 10 working days depending on the complexity of the complaint.

## RESOLUTION OF COMPLAINTS:

Once the investigation is complete, we will:

- Provide a detailed explanation of the findings to the customer.
- Offer appropriate solutions to the customers concerns.
- Take necessary actions to rectify any mistakes on our part.
- Ensure the customer is satisfied with the resolution.

## ESCALATION / APPEALS:

If you are not satisfied with the outcome of your complaint, you can appeal against the decision. You should submit your appeal within 10 days of receiving your response.

Your appeal should include:

- Why the resolution is not satisfactory
- Your desired resolution from Auto-Assess

Your appeal can be sent by email [brendon@auto-assessltd.co.uk](mailto:brendon@auto-assessltd.co.uk) who will investigate the matter fully and provide written feedback on the findings.

If your complaint is against the Managing Director, you have the right to raise this with the Governing Board. The matter will then be investigated independently, and feedback provided in written form.

# COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY

---

## FOLLOWING THE APPEALS STAGE:

Auto-Assess hopes to resolve all complaints in a satisfactory manner. However, if you are still unhappy with the resolution, you will have the opportunity to appeal to the appropriate external bodies. Details of the most appropriate body will be provided in the "Completion of Procedures" letter.

If the complaint cannot be resolved, the customer is within their right to raise the complaint with the Department for Education (DFE). Please following this link for further information, [Complaints about post 16 education and training provision funded by ESFA - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

## FEEDBACK AND CONTINUOUS IMPROVEMENT

We value feedback from our customers and use to improve our services. After the resolution of a complaint, we may seek feedback from the customer to identify areas of improvement.

## RECORD KEEPING

We will maintain records of all complaints received, including details of the complaint, the investigation process, and the resolution.

These records will be kept confidential and used for internal purposes only.

## COMPLIANCE

This compliance policy complies with all relevant laws and regulations governing complaints handling for apprenticeships.

## REVIEW

This policy will be reviewed regularly to ensure its effectiveness and compliance with changing regulatory requirements.

# COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY


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## CONTACT INFORMATION

For any questions of further information about our complaints policy, please contact Brendon McMahon on **07954408157** or **email [brendon@auto-assessltd.co.uk](mailto:brendon@auto-assessltd.co.uk)**

Auto Asses are committed to addressing and resolving all customer complaints promptly and fairly, and we appreciate your feedback as it helps improve our services.

Reviewed 17<sup>th</sup> June 2021 by Brendon McMahon (Managing Director).




Next review due June 2022

Reviewed July 2022.

Next review Due July 2023

Reviewed August 2023



# COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY

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Reviewed 28<sup>th</sup> May 2024



Next review date May 2025