

Complaints Policy

Version	Date	Author	Update Information
4	09/10/17	AG	Reviewed 31/10/18 JW
5	13/8/19	JW	Minor word changes in Escalation , Reviewed 21/10/20
6	27/07/21	CB	Re-written in line with SQA guidance
7	04/02/22	CB	Amended to include STA complaints policy requirements
8	14/09/22	DH	Reviewed and updated management staff contact details only
9	24/11/22	LJ	Updated contact info

Introductory Statement

As an organisation with a culture of continuous improvement, Training for Care welcomes all feedback and see it as an opportunity to review and improve our services. We take every care to ensure we are delivering a high standard of service but are aware that there may be occasions that we do not meet both yours and our expectations, in this instance please raise your concerns with us immediately so we can address them, respond positively, and rectify any mistakes made.

Scope

Any matter may be considered under the complaints procedure including: teaching standards and course content; learning materials and equipment; standard of premises; discriminatory or other behaviour. Please note, this procedure should not be used for challenges to assessment or internal verification decisions, you should refer to our Appeals procedure for more information on this.

How to Complain

We try to avoid complaints in the first instance by providing a quality service. We encourage students and customers to raise any issues with staff, and where a student or customer has an issue we attempt to deal with this promptly to avoid escalation. If unresolved, we will refer the complainant to our complaints procedure detailed below.

Stage 1: Informal complaint

The complainant must record their complaint in writing to the tutor or Head of Department, within **20 working days** of the incident, stating grounds and evidence. The complaint will be acknowledged within **2 working days**, logged on our complaints register and investigated by the Head of Department with the aim of providing a resolution within **5 working days**.

Any informal complaint not resolved to the complainant's satisfaction will progress to Stage 2.

If the matter is of a serious nature or you feel unable to raise the complaint informally you should progress straight to Stage 2.

Stage 2: Formal complaint

Formal complaints may be made verbally or in writing, including face-to-face, by phone, letter or email to the Manager, Sheila.Bulloch@tfcscotland.org.uk, 0131 556 7773, Training for Care 12-14 Logie Green Road, Edinburgh, within **20 working days** of the incident or outcome of stage 1, stating grounds and evidence.

We understand that some people may need help or advocacy in raising a complaint and, in this case, they should contact the Manager, by their preferred method, for guidance in how to do this.

The formal complaint will be acknowledged by the Manager within **2 working days**, and investigated fully with the aim of providing a formal written response within **10 working days**.

If the issue remains unresolved to the complainant's satisfaction, it is progressed to Stage 3.

Stage 3: Internal Review

If the complainant remains unsatisfied they may appeal to the Management Committee, within **20 working days** of the outcome of stage 2. The request for internal review should be made to the Manager, as above, and will be forwarded to the Committee Chairperson.

The Management Committee will review all information submitted and conduct interviews as needed. A formal written response will be provided within **20 working days** of notification and regarded as final unless overturned by a ruling from the regulatory body responsible for training standards for the course in question.

Escalation

For assessment-related complaints, candidates of SQA qualifications may also have the right to complain to SQA awarding body. SQA will only consider your complaint if you have already exhausted all stages of Training for Care'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.

SQA 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

SQA will not consider complaints about:

- academic judgement (see our Appeals procedure)
- the wider experience of being a candidate (e.g. support services, funding, facilities)

[SQA's Customer Complaints and Feedback Web Page](#)

For First Aid qualifications, learners have the right to escalate a complaint through [Safety Training Awards](#) (STA), where they have exhausted all stages of Training for Care's complaints procedure and remain dissatisfied.

Learners on regulated qualifications, including First Aid qualifications, have the right to complain to [SQA Accreditation](#) once they have exhausted TfC's complaints procedure and the awarding body (SQA or STA) complaints procedure.

Learners also have the right to complain to the Scottish [Public Service Ombudsman](#) about issues other than assessment related matters.

Distribution, Monitoring, Review

All workers and learners are made aware of this policy and all complaints are recorded by the Manager in the Complaints Register and reviewed by management to avoid similar complaints in the future.

This policy will be reviewed annually in line with awarding body requirements. Any comments or concerns relating to this policy should be directed to Training for Care's Management Team:
For SVQs: Sheila.Bulloch@tfcscotland.org.uk / Louise.James@tfcscotland.org.uk
For Short Courses (First Aid Qualifications): Deborah.Hughes@tfcscotland.org.uk