

COMPLAINTS POLICY FOR END-POINT ASSESSMENT

Purpose

We are continually working to achieve this high level of service by maintaining quality assurance standards which are compliant with regulatory requirements. 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.

This policy covers complaints that members of the public, providers or employers may wish to make in relation to the end-point assessment services.

Procedure

A complaint pertains to dissatisfaction with the facilities or services provided during an end-point assessment. Excel Me is committed to thoroughly investigating all complaints, ensuring that apprentices receive fair consideration, with results communicated within the established timelines.

End-point Assessment Complaint Procedure

Excel Me is committed to promoting fairness and equality of treatment to all. We welcome positive or negative feedback from any individual that has been directly affected by our services. We strive to think our members and learners have confidence that we will listen to their views and act upon them accordingly. All correspondence will be acknowledged by us within 5 working days, any dissatisfaction received will be treated as a complaint.

We aim to ensure that:

- The complaints procedure is an easy process to follow, being prompt and efficient
- All complaints are treated as a dissatisfaction with our level of service
- The correct resolution is to the complainant's satisfaction (explanation, apology, action taken), being courteous, consultative, and responsive
- Complaints and feedback are reviewed in line with our quality assurance standards to help improve our service, whilst being open and informative relating to the outcome.

Excel Me staff have been trained to help our customers, so you should first try to sort out any problem at the earliest opportunity by speaking to one of our customer support team members. If you wish to escalate your complaint, you can ask to speak to the Head of Apprenticeships. If you are not satisfied with the help, please send a complaint, normally within 28 days of the event you are complaining about. Complaints about any aspect of the end-point assessment service should normally be submitted to Excel Me by the employer or provider, however, apprentices can make the complaint directly to Excel Me in exceptional circumstances where they feel the complaint has not been satisfactorily handled by the training provider or their employer.

When making a complaint to Excel Me, please provide us with:

- Copies of any correspondence between the apprentice and the provider regarding the complaint
- A statement of the circumstances surrounding the complaint
- Any other supporting documents or evidence relevant to the complaint.

We aim to investigate all complaints within agreed timescales. At the end of the investigation, Excel Me will communicate the findings of the investigation to the complainant within 28 days of the date of receipt of the complaint and we will outline any resolutions or further actions planned as a result of the findings.

Raising Concerns and Making Complaints

A complaint can be raised by an individual, a group or a third party who is acting on the behalf of someone else. If a third party is submitting a complaint on behalf of someone else, they will need written permission from the complainant along with the written complaint attached, this should then be presented to Excel Me for acceptance.

Once Excel Me have received a complaint an acknowledgement will be sent within 5 working days. The complaint will be reviewed in line with our policies and procedures and an investigation will be conducted where necessary. To ensure a fair and thorough process is followed the duration of the investigation will depend on the nature and severity of the complaint we receive at this stage, or the complexity of the response required. We do aim to provide this as soon as the outcome is available or within a maximum of 28 days.

How to make a Complaint

Stage 1 - Informal process

We understand that most individuals who are not satisfied with a service would like it addressed and dealt with as soon as possible, therefore an informal process would be far more appropriate.

An informal process will be more efficient, the appropriate manager will aim to resolve any complaints quickly by mediating between who is responsible for the dissatisfaction and the complainant. The complaint may be resolved immediately following this process, so we encourage our customers to contact us directly for an informal discussion if they have a complaint that needs to be resolved to achieve the desirable outcome.

If a complaint cannot be resolved informally then the formal complaints procedure should be followed. We may require further information from the complainant to ensure we fully understand what the complaint entails, we will investigate accordingly to achieve the best outcome.

Formal process

If the complainant is not satisfied with the outcome from the informal process a complaint should be submitted to: info@excelme.co.uk. Once we have received a formal complaint, we will send acknowledgement of receipt to the complainant within 5 working days and an investigation to resolve the dissatisfaction will commence.

Excel Me will identify an appropriate individual to review the complaint for further investigation and the complainant will be notified of the individual responsible for this. Upon completion of the investigation, they will communicate and notify the complainant and provide them with an outcome.

To ensure a fair and thorough process is followed the duration of the investigation will depend on the nature and severity of the complaint, or the complexity of the response required. We do aim to provide this as soon as the outcome is available, however in some instances this may take longer to conclude the complaint with an outcome, therefore the complainant will be notified of revised timescales.

Stage 2 - Appeal process

If the complainant is not satisfied with the outcome from the stage 1 complaints process, they have 14 days to submit an appeal to Excel Me. The appeal must include all relevant information for the grounds of the appeal.

If Excel Me accept the appeal the complainant shall receive acknowledgement within 7 working days that the complaint has reached the appeal stage.

The Appeal Committee will be notified and will meet within 14 working days to address the complaint.

The evidence below will be forwarded to the Appeal Committee:

- All information regarding the complaint
- Evidence from stage 1
- Any other relevant documentation/information.

The Appeal Committee will meet to discuss and take one of the following actions:

- Uphold the initial decision
- Uphold the appeal
- Request further information from the complainant
- Request one or all that are involved to attend an interview
- Take any other appropriate course of action where necessary.

The complainant and all involved shall be notified of the decision as soon as it is available or within a maximum of 15 days of the final decision.

Excel Me Contact Details

Excel Me, Anchor House, Birch Street, Walsall, West Midlands, WS2 8HZ

Tel: 01922 645097

Opening Hours: Monday to Friday 8.00-16.00

Website: www.excelme.co.uk

Email: info@excelme.co.uk