



## **Complaints Policy**

**NOTE: This is a CONTROLLED Document.**

**Policies are reviewed annually and in line with any regulatory requirements, changes in law or business amendments. Please note that the online version is the only version that is maintained. Any printed copies should, therefore, be viewed as 'uncontrolled' and as such, may not necessarily contain the latest updates and amendments.**

## Complaints Policy and Procedure

### Introduction

This policy is to address complaints regarding Avensys UK Training Ltd and the qualifications and courses we deliver. It is to address complaints received from current and past students as well as other interested parties.

The awarding body and Avensys UK Training Ltd, values delivering qualifications and the learners who undertake them and our aim every day is to exceed the expectations of our customers.

Avensys UK Training Ltd is confident of providing a high-quality service and would be extremely disappointed if this is not the case.

Staff involved in the management, assessment and quality assurance of our qualifications, and your learners, should be aware of the contents of the policy.

Therefore, it is important should you feel you have encountered a level of service that is below both your and our expectations that you raise any concerns you may have with Avensys UK Training Ltd staff immediately so that they can be addressed, and lessons learnt from them.

### Scope

This policy covers complaints in relation to the qualifications and associated services offered by Avensys UK Training Ltd.

It is not to be used to cover enquiries about services offered by Avensys UK Training Ltd or appeals in relation to decisions made by Avensys UK Training Ltd. Information about the former is contained in our Customer Service Statement, whilst appeals are addressed by the Avensys UK Training Ltd Appeals Policy.

### How Should I Complain?

If you are not satisfied with any service provided, please submit your complaint via the 'Complaints Form' and forward to: [training@avensysmedical.co.uk](mailto:training@avensysmedical.co.uk)

Alternatively, you can email your complaint to [training@avensysmedical.co.uk](mailto:training@avensysmedical.co.uk) and include the following details:

When you contact us, please give your full name, contact details including 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 to do with the complaint.

### GDPR and Confidentiality

Avensys UK Training Ltd will ensure the integrity of data collection; confidentiality via policy and procedures and data retention and sharing when dealing with complaints. Copies of the UK GDPR and Data Protection policies can be provided upon request.

Details of all complaints will be retained for 3 academic years, following this, data will be disposed of in line with GDPR and our safe disposal policy.

### **What Will Happen to My Complaint?**

The receipt of your complaint will be acknowledged within 5 working days, letting you know who is investigating your complaint. Your complaint will normally be investigated within 15 working days. If your complaint is more complex or involves people who are not available at the time, this may be extended to 20 working days. You may be contacted within this period to seek further information or clarification. At the end of the investigation, we will inform you of our decision in writing.

### **What Happens If My Complaint Is Upheld?**

If any part of a complaint is upheld, we will of course respond to the complainant accordingly and give due consideration to how we can improve our service and arrangements.

In situations where a complaint is justified and indicates a failure in our assessment processes, we will take appropriate actions.

### **What If I Am Not Happy with The Reply?**

If you are still unhappy with the decision taken by Avensys UK Training Ltd in reviewing the complaint you can then take the matter through our Appeals Policy and/or escalate to the Awarding Organisation.

### **Review Arrangements**

We review our complaints policy annually and its associated procedures as part of our quality processes.

If you would like to feedback any views, please contact us via the details provided below:

Email : [training@avensysmedical.co.uk](mailto:training@avensysmedical.co.uk)

Phone : 01562 745 858