

Customer Complaints Policy

Please tell us what you think!

We welcome feedback and complaints from all of our customers or anyone who has been involved with QATSL.

Our commitment to handle customer contacts

At QATSL we are committed to handling all types of contacts by our customers quickly, accurately, and fairly.

We aim to fully resolve any concerns or problems you might have and if there is anything we cannot resolve or put right straight away we will explain why and say what we can do.

We recognise that feedback from customers is vital in helping us to further improve the services we offer. We therefore record and analyse the information you give us to ensure that we get to the root cause of any issues you might have.

This policy is applicable to all QATSL customers across our various types of provision and sets out how to contact us, how we will handle your contact, how quickly we will respond, and gives full details of our complaint handling process.

How to Contact Us

If you are a QATSL customer, the quickest and easiest way to get a question answered or resolve a concern is usually to contact your tutor, trainer-assessor, or centre manager.

If you are not currently a QATSL customer, or if you are unable to resolve your issues via your tutor / trainer-assessor / centre manager you can:

Contact us online by completing a short web form. Just go to www.qatsl.org/contact/
You can also email us at info@qatsl.org

Write to us at QATSL, Suite 104, 67 – 71 Lewisham High Street, Tower House, London SE13 5JX

What We Need To Know From You

For us to be able to handle your case effectively we will need the following information when you contact us:

- Your name & location
- What type of programme you are undertaking with QATSL
- Your username (if applicable)
- Full details of what your complaint or concern is
- The reference number for the case if you are contacting us about an ongoing issue.

If you want to remain anonymous then we will still, try to deal with your complaint though it might not always be possible, and we will tell you as to what we can and cannot do.

How we will deal with your complaint

STAGE 1

You should initially raise any issues locally with your tutor or centre manager and give them the chance to resolve the matter. If you are unhappy with the outcome, or with how long it is taking, or if you think it is not appropriate to raise the issue with them, contact us via any means described in the 'how to contact us' section. After acknowledging your complaint, we will formally respond within 10 working days*.

STAGE 2

In the event of an unsatisfactory response, you may request that your case is referred to one of our Provision Leads who will conduct their investigation. You will receive an update or resolution within 10 working days*.

STAGE 3

Our Senior Leadership Team will contact all relevant stakeholders to obtain a full understanding of the complaint circumstances and provide a formal response within 10 working days*.

STAGE 4

Any unresolved issues at this point will be escalated to the **QATSL** Quality Board to conduct a review of the case as a whole. A final response will be provided to the customer within 10 working days*.

STAGE 5

Customers may seek to escalate serious cases for independent review. Each external body will have their own published procedures outlining the process. See the last section of this page for reference.

*This may be longer over the Christmas/New Year period

There are some exceptions to this process, in which case you should go straight to Stage 3. These are:

Discrimination based on:

- age
- sex
- race, religion, or belief
- sexual orientation
- disability
- pregnancy or maternity

- marriage or civil partnership
- gender reassignment

The government's counter terrorism strategy:

- stopping a terrorist attack that you may have become aware of
- stopping people becoming terrorists, if you are concerned about someone who may be in this situation and wish to make a complaint.

Any of the following, relating to yourself or to another person:

- physical abuse
- sexual abuse or inappropriate conduct
- emotional or psychological abuse, or bullying.
- financial abuse

External Review

Stage 4 is the final stage of our internal process. If, after following the stages you are still unhappy with the outcome of your complaint, we will advise you of any third parties you can pursue it with. This will usually depend on the type of learning you have been doing. For funded learners, the Education and Skills Funding Agency (ESFA) will investigate complaints if the **QATSL** process has been concluded. The ESFA policy can be found at: <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

Customers undertaking programmes funded by the Department of Work and Pensions (DWP) can go to the Independent Case Examiner (ICE) if they are not happy with the outcome of their complaint once the **QATSL** process has been concluded. Further details can be found at: <https://www.gov.uk/government/organisations/independent-case-examiner>

Customers under programmes funded by Skills Development Scotland can contact SDS.

Learners or customers undertaking programmes funded by their local authority can complain directly to this authority. If you are unsure who funds your **QATSL** programme, have received a response to your Stage 4 complaint and wish to take the matter further, please contact the helpline and quote your reference number to find out who funded the programme.