

Complaints Procedure

Making a complaint

This policy is intended to guide you in how to approach The Academy of Leadership & Management if you have a complaint in relation to any part of our accredited products and services. The policy provides a definition and examples of complaints which may occur and outlines the process for making a complaint.

Definitions

We aim to give everyone an excellent experience when dealing with The Academy of Leadership & Management, so we welcome your comments, suggestions and feedback about the service you have experienced when contacting us or when using any of our products or services.

Many matters can be resolved informally so do contact the Learner Management Team on +44 (0) 141 611 7640 (Monday – Friday 9:00 – 17:00) or email info@academylm.co.uk as we may be able to resolve the problem straight away. But if you feel the problem needs to be put on a more official footing, please follow the process below.

Definition

A complaint is an expression of dissatisfaction from you about our products, services or the complaints handling process where it is clear that you expect us to identify the cause of the problem and to take some kind of remedial action.

We aim to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way, for example, by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- we learn from complaints and feedback and we use them to improve our service.

It is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaint:

- the quality or management of our training programmes
- undue delay or non-compliance with published procedures, including certification
- poor administration, including lack of response to queries
- equality and diversity issues
- health and safety concerns (unless these are matters for the Health and Safety Executive)
- website and eLearning issues
- delay in certification or receipt of certificates

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Please be aware that separate procedures apply in regard to:

- assessment appeals
- maladministration / malpractice (whistleblowing)

These issues are not covered by this Complaints Procedure.

Investigation and Outcome

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Our aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated.

We'll acknowledge your complaint within 2 working days and let you know who will be dealing with it. We will appoint an appropriate person to investigate the matter on your behalf. We aim to resolve complaints within 10 working days but if it's going to take longer than that we'll keep you fully informed.

Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.

The three stages to our complaints process are:

Stage One

If you have a complaint in relation to the service you have received from The Academy of Leadership & Management please raise your concern by emailing info@academylm.co.uk explaining the problem as clearly and fully as possible, including any action taken so far. You can also contact the team by phoning +44 (0)141 611 7640 (Monday – Friday 9:00 – 17:00).

Stage Two

If you are not satisfied with the response you receive to your complaint, you can take the matter further by contacting the Centre Co-ordinator by emailing learnermanager@academylm.co.uk setting out why you are dissatisfied. The Centre Co-ordinator will undertake a full review of the original complaint, the evidence collected by the person who investigated the matter and their initial response. Consultation with all parties will take place to provide you with a response response and any further actions that may need to be taken.

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Stage Three

If you are still not satisfied with the response you receive from the Centre Co-ordinator you can take the matter further by writing to:

John Parker
Managing Director
The Academy of Leadership & Management
4-42 Charles Street
Largs
Ayrshire
KA30 8HL

Stage Four

Should the learner not be satisfied with Principal Verifier or Director responsible for training's decision, they can institute the external appeals procedure as defined by the awarding body. Contact details for the awarding body are:

SFEDI Awards

53 Coniscliffe Road

Darlington

DL3 7EH

0845 224 5928

customerservices@sfediawards.com

If, once you have contacted the awarding body, you are still not satisfied you can contact the Regulator. Contact details for the Regulator are:

SQA Accreditation

The Optima Building

58 Robertson Street

Glasgow

G2 8DQ

0345 213 5249