



National Upskill Limited.

Complaints procedure.

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Introduction:

We define a complaint as an expression of dissatisfaction concerning National Upskill products or services. National Upskill take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer (learner, employer, or other stakeholder) who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer.

Stage one – Informal resolution.

We would ask that if you were dissatisfied with the service, you have received that you bring this to our attention as soon as possible by speaking to your course tutor or partnership manager in the first instance.

When capturing details of a formal complaint we have an internal process to follow starting with **Incident form FO 013** and/or via **safeguarding@nationalupskill.co.uk**

Stage two – Formal complaint.

Should an informal approach fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to your tutor or partnership manager, then please contact customerservice@nationalupskill.co.uk

This email is monitored by the senior leadership team and the Managing Director at National Upskill and you are assured a swift confirmation of receipt.

When you contact us, please give us your full name, contact details, and include 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; and
- Copies of any papers or letters to do with the complaint.

National Upskill ask that you raise your complaint as soon as possible after the event so that we can investigate fully. We will acknowledge receipt of your complaint within 24 hours, following which we will fully investigate the matter within fourteen days which will include being in contact with yourself, prior to responding in writing with the outcome of our investigation.

The investigation will be conducted by either a senior tutor, IQA or a member of the senior leadership team dependent on the nature of your complaint.

Stage three - Escalating your initial complaint if you remain dissatisfied.

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached, then you may escalate your complaint and appeal the outcome of the investigation to a company director at National Upskill. To do this please email: customerservice@nationalupskill.co.uk, following which you will receive confirmation of receipt of your complaint/appeal within 24 hours. Your appeal will then be investigated fully, and you will receive a further written response within fourteen days. As with the initial investigation we may need to talk to you during the investigation.

When escalating the complaint and appealing the decision of the initial investigation, please include any further items for consideration and state clearly why you remain unhappy with the decision taken and the outcome of the investigation so far, and how what you would like the outcome to be.

You can also contact the DFE directly at any stage on.

Apprenticeship Helpline via email helpdesk@manage-apprenticeships.service.gov.uk or by telephone on 0800 0150 600 between the hours of 8am and 10pm 7 days a week. Alternatively, you can contact them at www.gov.uk/government/organisations/education-and-skills-funding-agency

Stage four – Appealing to the awarding organisation

If you remain unhappy with the outcome of the investigation and any appeals investigation; **if your complaint refers to services you have received relating to your course and achieving your qualification** then we will provide you with the contact details of the Awarding Organisation directly.

Stage five – Final appeal stage direct to the Qualification regulator

Should you address your complaint to the awarding body and following this remain unhappy with the outcome of their subsequent investigation and feedback then you are free to contact the qualification regulator. To do this either a representative of National Upskill or the awarding body will be able to offer you

guidance on the appropriate qualification regulator in each instance and provide appropriate contact details.

*The following list of Qualification Regulators are provided as additional guidance:

- Qualifications Wales is the regulator of non-degree qualifications and the qualification systems in **Wales**.
- CCEA Regulation is responsible for regulated qualifications in **Northern Ireland**.
- SQA Accreditation for SCQF Provision **Scotland**.
- OFQUAL for RQF Qualifications delivered anywhere else. **England**.

If you have any queries about the contents of this policy or need advice, please contact National Upskill on customerservice@nationalupskill.co.uk or 0333 772 9534.

Policy Review

This policy and procedure will be reviewed annually, and any necessary adjustments made after consultation with SLT, staff, learners, employers' representatives, and other parties as appropriate to ensure it is working effectively.

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