

	<b>Procedure Policy 052</b>	
	<b>Title : Customer Feedback</b>	
Owner: P Carruthers 	Issue Date: 9/7/19	Revision: 1
Approved: D Whitehouse 		

## Introduction

The Company strives to produce the highest quality learning opportunities and services and is determined to be known for excellence in all that it does. However, we accept that sometimes our service to customers falls short of these standards. If you are dissatisfied in any way with our services, we will value your opinion to rectify matters.

## Complements and Comments

At the same time, if you are especially pleased with the service you have been provided with, we welcome these comments too. If you have something to say:

- Tell the individual
- Complete the surveys

## Complaints

The Customer Feedback Procedure has 3 stages. We hope that most complaints/Feedback can be resolved informally during **Stage 1**.


### Informal - Stage 1

If you have a complaint, you should in the first instance learners should contact their Instructor/Manager/ Assessor. In most instances we should be able to resolve your concern through this means.

We will then take into account all relevant facts, needs and interests of all concerned and use their discretion to resolve the matter with due sensitivity.

The Instructor/Assessor/Manager will normally provide feedback to you within five working days. If the investigation is likely to exceed five days, we will contact you and tell you when we expect a response will be available. f you don't feel comfortable discussing the complaint with your Instructor/Assessor/Manager you can discuss your issues with another member of staff.

A parent/guardian should contract either the Approved Centre Manager or The Capacity Planning Manager who will normally provide feedback to you within ten working days. If the investigation is likely to exceed ten days, we will contact you and tell you when we expect a response will be available.

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If you are dissatisfied with the outcome of this informal stage, you should proceed to

## Stage 2

### Formal - Stage 2

There are a number of different ways you can make a formal complaint. All stage 2 Complaints will be logged and acknowledged by the Department Administrator, and will be investigated and responded to in writing, by the manager responsible for the area on which the complaint has been made.

1 You can Telephone us (All contacts are available on your ILP)

2 You can write to Doosan Babcock PO Box 8 Birmingham New Road Tipton West Midlands DY4 8YY

3 You can email us


After you have logged your complaint:

- you will receive a written acknowledgement within two working days.
- your complaint will be fully investigated.
- you will receive a written response within ten days from the responsible manager setting out the result of the investigation and the action that will be taken.

If the investigation is likely to exceed ten days, we will contact you and tell you when we expect a response will be available.

You may make a complaint anonymously if you so wish. However, it may not be possible to investigate the complaint fully in these circumstances and we would be unable to reply to you personally.

If you are dissatisfied with the outcome, you should proceed to Stage 3 within three months of receiving a written response; otherwise Department will assume the case is settled.

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If you are dissatisfied with the outcome, you should proceed to **Stage 3**.

### Formal - Stage 3

If your complaint cannot be resolved by the Doosan Babcock, you can refer it to:

ECITB  
 Blue Court, Church Lane, Kings Langley WD4 8JP  
 01923 260000

If for any reason you are not satisfied with ECITB's response to a complaint (or subsequent appeal where relevant) or believe that you have either not been provided with or unable to be provided with a satisfactory response, you can escalate the complaint to either regulator in Scotland, SQA Accreditation or the regulator in England Ofqual

ESFA  
 Cheylesmore House, 5 Quinton Rd, Coventry CV1 2WT  
 0845 377 5000