

Complaints Policy

Introduction

In all dealings with our customers, One Awards endeavours to provide a service which is prompt, courteous and responsive to customer needs. However, at times, there may be circumstances where a customer is dissatisfied with the service they have received and wish to make a complaint.

In implementing this policy One Awards will:

- provide clear, accessible information on its complaints procedure for all users of our services
- be proactive in identifying any signs of discontent and take appropriate action to address concerns and pre-empt a complaint
- operate the complaints procedure in an open, transparent and accountable way
- aim to resolve the complaint as quickly as possible and to keep complainants fully informed of timescales
- monitor the frequency and subject of complaints, ensure lessons are learned and implement changes as appropriate

This policy and its related procedure includes an informal 'raising a concern' and a 'formal complaints' process. While we would hope that most issues can be resolved informally, should you remain dissatisfied then the formal procedure should be used.

Scope

This policy is aimed at people who have used our services and are not happy and wish to complain about a product or service we have provided, or a decision we have made.

Anonymous Complaints and Complaints on behalf of others

Sometimes a complainant will wish to remain anonymous. While it is always preferable to reveal your identity and contact details to us, if you are concerned about possible adverse consequences please inform us of this fact when you make your complaint. You may also wish to refer to our Whistleblowing Policy which is available on our website.

If you are complaining on behalf of someone else, we will require written confirmation from them stating their agreement to you acting for them.

Raising a Concern

Any concerns with our services should be raised in the first instance with an appropriate member of One Awards staff, as soon as possible after the event or decision you are complaining about. If you are unsure who to speak to, please contact the One Awards office and we will be happy to advise you. Contact details for all staff are available on our [website](#).

One Awards staff are experienced in dealing with concerns from customers and they will aim to work with you to bring the matter to an acceptable solution. If it is not possible to arrive at an acceptable solution, then the formal procedure should be followed.

Formal Complaints

The following procedure should be used when making a complaint to One Awards concerning any aspect of its service. A complaint should normally be made in writing to Dawn Rush, Group Head of Corporate Planning and Governance, by post or email at the address below, or by ringing the One Awards office. You should clearly state that you are making a complaint in any communication with us in order that this can be dealt with efficiently and effectively.

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When you contact us, please give us your full name, contact details including a daytime telephone number and email address if available, along with:

- a full description of your complaint (including relevant dates and times if known)
- the names of any people you have dealt with so far
- copies of any documentation related to the complaint

Procedure

The Group Head of Corporate Planning and Governance or representative of One Awards will acknowledge all complaints within one working day of receipt.

While we aim to investigate all complaints within ten working days, if your complaint is more complex, or involves people who are not available at the time, we may extend this timescale. We may also contact you within this period to seek further information or clarification and, in some instances, we may recommend a meeting. At the end of the investigation we will write or email you to inform you of the outcome of our investigation and our decision.

If any part of your complaint is upheld, we will of course respond to you accordingly and give due consideration to how we can improve our services and arrangements in the future. This may include reviewing our procedures and service delivery, awarding arrangements and assessment processes (if relevant), or provide training for our staff. Where the complaint relates to the performance or behaviour of a member of our staff, internal disciplinary procedures may be invoked.

Appeals

If you are dissatisfied with our decision you may appeal against this by writing to the Managing Director at the address below within two weeks of our notification to you. To support your appeal, you should provide brief details of your original complaint, any additional information or evidence that you haven't already provided to us, and a reasoned argument showing why you feel the decision on your complaint was wrong. The Managing Director will aim to let you know the outcome of your appeal within 15 working days. This will be our final response to your complaint.

Complaints related to Centres offering One Awards Units or Access to HE Diplomas

Recognised Centres are required to have in place an effective complaints handling procedure and appeals process to deal with complaints and appeals from learners in relation to the services they provide.

If you are unhappy about a service or activity being delivered by a One Awards Recognised Centre, you must first of all go through that Centre's process before bringing the matter to One Awards.

Contact Details

One Awards
23 Manor Way
Belasis Business Park
Billingham
Teesside
TS23 4HN

Phone: 0191 518 6550
Email: admin@oneawards.org.uk
Website: www.oneawards.org.uk