

Compliments and Complaints

Introduction

GLAS is committed to providing an excellent apprenticeship service. GLAS supports improvement in assessment quality and decision-making. The compliments and complaints procedure may be used by , instructors, assessors, candidates, or any individual that has a concern about the services provided by GLAS and its employees. The procedure applies to any of GLAS qualifications, training programmes, service provision or products. Compliments or complaints may be made about any aspect of the service provided by GLAS organisation (or its representatives, such as instructors or external verifiers).

Scope

This policy covers complaints that apprentice, members of the public or employers may wish to make in relation to the apprenticeship services delivered by GLAS.

GLAS internal responsibility

It is the responsibility that all staff involved in the delivery of apprentices are aware of the contents of this policy.

Compliments Procedure

If you wish to formally compliment GLAS on any aspect of its product or service including that received by individual members of staff please contact any member of GLAS staff in writing via letter or email. All compliments are passed to the Quality and Compliance Manager to log.

Complaints Procedure

A complaint will be logged as such if:

- the customer is clearly stating either verbally or in writing that they want to make a complaint OR
- the customer is unhappy that a member of staff is unable to resolve an enquiry to their satisfaction and the member of staff asks the customer if they wish to make a formal complaint.
- Members of the public wish to raise a complaint and this can be communicated either verbally or in writing.

Complaints made in writing must be sent to the **Quality Manager, Unit 14 GLAS Business, Business Development Centre, Main Avenue, Treforest Industrial Estate, RCT CF37 5UR** or by email to QualityManager@glasbusiness.co.uk

GLAS will make every effort to resolve any complaint quickly and will acknowledge receipt of your complaint within 5 working days. A written response will be given to all written complaints (letter or email) within a maximum of 10 working days from the receipt of the complaint.

The relevant parties will be contacted to give an account of the matters that are the subject of the complaint. In cases where a complaint cannot be resolved to the satisfaction of all parties concerned, the final decision will rest with the GLAS Quality Committee.

The Quality committee has a company director and a member of the governance team. It is chaired by the Quality Manager

Confidentiality

All information obtained within the process of the complaint will be held in accordance with Data Protection legislation.

Information about members of the public making complaints, and individuals against whom complaints are made, will be dealt with sensitively and will be kept confidential, except where the disclosure is necessary to progress the complaint or implement a decision on the complaint, or where it is required by law or in the public interest.

In submitting a complaint, the complainant understands that their complaint will be shared with the staff member responsible for conducting the investigation into the matters raised, and that the content of their complaint may need to be disclosed to relevant staff in order for the complaint to be investigated and/or resolution sought. Also, it must be understood that an individual against whom a complaint is made has the right to be made aware of any allegations and evidence against them. If there are elements of a complaint which are particularly sensitive and the member of the public has concerns about their confidentiality, they are welcome to raise this with the Quality Manager, who will discuss if / how disclosure can be minimised.

Complainants should avoid disclosing unnecessary personal information (e.g. medical conditions etc.) in their complaint unless they feel that it is relevant to the issues raised. Complainants must also avoid disclosing personal data of another person/s in their complaint unless they have been given permission by them to do so.

Upheld complaints

If any part of a complaint is upheld, GLAS will respond to the complainant accordingly and give due consideration to how we can improve our service and arrangements. For example, by reviewing our procedures to assess the impact on our arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised.

Governance of Customer Complaints

The Quality Manager must inform all members of the Governance Board that a complaint has been received, this is through email.

The Quality committee, that deals with complaints must have at least one company director and one member of the governance board. It is chaired by the Quality Manager

End Point Assessment - Grading Appeals

As an apprentice you may also consider appealing an End Point Assessment (EPA) grading decision: The apprenticeship is graded by an Independent Assessor working for the relevant End-point Assessment Organisation (EPAO). They are subject matter experts and make a judgement based on the work / projects you submit, and the professional discussions held with you. Should you wish to appeal or challenge the grading please contact the Quality Manager at GLAS for the information on how to do this

Monitoring and Review

GLAS will review this policy and its associated procedures as part of our self-evaluation arrangements and revise it as and when necessary, in response to customer, apprentice or regulatory feedback and any trends that may emerge in the subject matter of complaints received.

If, in the view of GLAS, the complaint is purely an internal matter, the correspondence will be copied to the relevant parties for comment and the action taken to resolve the matter. Where the complaint relates to the quality of training, assessment processes, ethical practices, or any other matter that is of direct concern to GLAS, the complaint will be investigated.

Under its ISO 9001:2008 procedures, a log of all compliments, complaints and non-conformances is maintained to make sure that appropriate action is taken. The log is monitored to identify shortcomings in our service to customers and areas where we are clearly doing well. GLAS receives reports on compliments and complaints at each meeting, and may require additional action to be taken, especially if any trends are identified.

Contact Details

General contact: info@glasbusiness.co.uk

For Compliments and Complaints: QualityManager@glasbusiness.co.uk

Document History

Version	Date	Reason for Revision
V1-1	June 2020	Initial Release
V1-2	April 2021	Review and reformat
V1-3	Dec 2020	Change to ensure independence of the decision process and inclusion of Governance Board in the decision process
V1-4	Jan 2022	Update to include appeal of EPA decision