

Cellar Tapes UK Ltd

Complaints Procedure

Cellar Tapes UK Ltd takes all complaints received seriously and aims to resolve complaints to a satisfactory outcome as quickly as possible.

Definition

This policy relates to the provision and quality of service provided by any member of Cellar Tapes UK Ltd, and includes issues relating to training and assessment, equality and diversity, health and safety, safeguarding and bullying and harassment. Matters relating to assessment decisions, safeguarding issues, equality and diversity and quality assurance are dealt with under the relevant procedures.

For the purpose of this procedure, a complaint is considered to be either a grievance, problem, difficulty, or concern raised by a customer relating to any aspect of the provision of services delivered. The provision of service refers to the delivery and provision of all agreed services and resources to meet the delivery expectations of the customer. The complaints procedure does not relate to everyday queries and questions which will be addressed in line with customer service targets and response times and will be dealt with in an informal manner. This policy is for apprentices, learners, parents and employers. Customers are individuals or organisations who are engaged or support the services, products and/or funding provided by Cellar Tapes UK Ltd and include although not exclusive to; employers, learners, referral agencies and awarding organisations.

Procedure

All complaints can be raised with any employee of Cellar Tapes UK Ltd. When a complaint is received, it should be reported to the Human Resources Rep immediately.

The Human Resources Rep will respond to the complainant within 24 hours and explain the complaints procedure. The Human Resources Rep, will either;

- deal with the complaint directly
- notify the most appropriate manager (if they are not already aware as above) with regards to the details, if deemed more appropriate.

Where a more appropriate manager has been identified they will then be responsible for handling the complaint and any investigations from there on.

The Human Resources Rep will record the complaint in the complaints log and maintain the complaints log until the complaint is closed. The individual Manager will keep the Human Resources Rep informed at all stages of the complaint to allow this process to take place.

The complainant will be presented with the evidence and conclusion either by meeting or telephone discussion. Cellar Tapes UK Ltd aims to resolve the complaint within 5 working days. However, where circumstances dictate this time span can be extended but will be no longer than 15 working days.

If the complaint is resolved or actions agreed to resolve, then the Manager who has dealt with the complaint will then follow up the complainant within an agreed timeframe with the complainant to aim for a satisfactory outcome.

If there is not a satisfactory resolution at this point then the full details and investigation of the complaint will be forwarded to the Director, who will review the information collated to date within 2 working days of receiving the information and respond to the complainant. If there is still no satisfactory resolution, then the complaint will be recorded as unresolved.

Where appropriate, Cellar Tapes UK Ltd will log the complaint/concern with regulatory bodies, for example if a safeguarding or Prevent issue is raised.

All complaints will be discussed at the monthly Management meeting and an action plan devised to ensure the same complaint does not arise in the future.

Contact details of the Human Resources Rep:

Name: Dave Hill

Email: admin@cellartapesuk.com

Tel: 07527125628

Flow Chart of Complaints Procedure

Complaint received and reported to Human Resources Rep, who will then record.



Human Resources Rep will contact complainant to confirm receipt of complaint within one working day. Or will identify a more suitable Manager to investigate.



Appropriate Manager investigates complaint within 5 working days and keeps Human Resources Rep updated.
Complainant to be contacted if investigation will exceed this timeframe with explanation.

Complainant to be presented with findings and seek resolution.
Aim for actions to be put in place towards a resolution.

If no satisfactory result, MD is informed to review and respond within 2 working days.

Complainant contacted within agreed time frame. Log completed by Human Resources Rep.

Learner Appeals Policy and Procedure

Purpose

The purpose of an appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made. The appeals procedure applies to any learner following all programmes of learning across the full curriculum that Cellar Tapes UK offers and allows all learners a formal route to appeal against a decision.

Scope

Cellar Tapes UK learners will be assessed against an Awarding Organisations published criteria and by Skills Coaches who must hold or be working towards any of the following:

- Level 3 Award in Understanding the Principles and Practices of Assessment (QCF) or
- Level 3 Award in Assessing Vocationally Related Achievement (QCF) or
- Level 3 Award in Assessing Competence in the Work Environment (QCF) or
- Level 3 Certificate in Assessing Vocational Achievement (QCF), or
- A1 (previously D32, D33)

In addition, Cellar Tapes UK will ensure that Skills coaches:

- Possess a discipline specific qualification equivalent to the qualification being taught
- Have relevant industry experience
- Demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years

All new Cellar Tapes UK Skills Coaches will be given a clear action plan for achieving the appropriate qualification(s) and should be countersigned by an appropriately qualified individual until the qualification(s) are achieved.

The appeal procedure to be followed comprises of 4 stages;

Stage 1 The learners first step should be to discuss the matter with their Skills Coach. At this stage the learner will have the opportunity to express their views and raise any concerns. In most cases a satisfactory conclusion can be reached at this point, however, if the learner remains dissatisfied with the decision they may, within two weeks, go to stage 2 of the appeal process.

Stage 2 If the learner is not satisfied with the outcome of stage 1, the learner may take a formal written appeal to the Internal Quality Assurer to review the assessment decision. The IQA will then discuss their decision/recommendations with both the learner and the Skills Coach. In most cases satisfactory conclusion can be reached at this point, however, if the learner remains dissatisfied with the decision they may, within two weeks, go to stage 3 of the appeal process.

Stage 3 If the learner feels the IQA decision is wrong, the learner will have the right to take it to Cellar Tapes UKs Head of Education, James Vaughan, who will look at the details recorded of the disagreement and then attempt to resolve the matter. The learner can contact James Vaughan at james@cellartapesuk.com If the learner remains dissatisfied with the decision they may, within two weeks, go to stage 4 of the appeal process.

Stage 4 This is the final stage of the appeals procedure. If you have genuine grievance of which has not been fairly dealt with, then Cellar Tapes UK will log the appeal with the awarding organisation on behalf of the learner, to fully resolve the matter. Throughout the assessment process Cellar Tapes UK will comply fully with the awarding organisations policy on reasonable adjustments and special considerations. (Most current copies of AO procedures are available on each AO website and a copy issued to learners at induction) Investigating appeals is very problematic without the presence of impartial evidence.

This Policy can be found on our website via this link - <https://www.cellartapesuk.com/policies>

Signature: 

Printed Name: James Vaughan

Role: Director

Date: 01 September 2021