

## **Aurelia Training** **Complaints Procedure**

### **Introduction:**

Aurelia Training strives to produce the highest quality learning opportunities and services and is determined to be known for excellence in all that it does. There could be instances/times our service to customers, visitors and staff falls short of these standards. We would be keen to hear from you so we can ensure the best service possible.

The Company Complaints Procedure has 2 stages. We hope that most complaints can be resolved informally, and this is the first stage.

### **Informal – Stage 1:**

In the first instance learners should contact their assessor/tutor, they should be able to resolve your concerns unless it is a concern with the assessor/tutor, in which case you would need to contact the Sector Team Manager. The assessor will then consider all relevant facts, needs and interests of all concerned and use their discretion to resolve the matter with due sensitivity.

If you don't feel comfortable discussing your complaint with your assessor/tutor you can talk to another member of staff or contact the main office on 01926 511855. They will talk through your concerns in confidence and help you with the process.

Complaints raised by persons other than the learner should be directed to the main office on 01926 511855. Please state that you need to speak to someone about a complaint and you will be directed to the appropriate person.

If your complaint requires additional follow-up at any point, you will be receive feedback within 5 days. If this is not the case, please contact the Quality Manager Gina Smith

A full list of contacts is provided at the end of this document.

If you are dissatisfied with the outcome of this informal stage, you should proceed to Stage 2

The Butts Park Arena, The Butts, Coventry, CV1 3GE    Tel: 01926 511855 [www.aureliatraining.com](http://www.aureliatraining.com)

## **Formal - Stage 2:**

There are a number of different ways you can make a formal complaint. All stage 2 complaints will be investigated and responded to by Bob Harknett the Company's Managing Director.

1. Put your complaint in writing to the Mr Robert Harknett, Managing Director at Aurelia Training Ltd, The Butts Park Arena, The Butts, Coventry, CV1 3GE
2. Telephone Bob Harknett on 01926 511855
3. Email Bob Harknett at [bh@aureliatraining.com](mailto:bh@aureliatraining.com)

After you have made your complaint:

- You will receive a written acknowledgement within two working days.
- You will be offered the opportunity to put your case in person to a panel including the Managing Director/Senior IV – Bob Harkett, Apprenticeship Manager – Vicky Sherry-Garnett and Designated Person for Safeguarding – Gina Smith
- Your complaint will be fully investigated.
- You will receive a written response within ten days, 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.

## **Referral to Awarding Body: Stage 3**

If you are still not satisfied with the outcome you are entitled to take your complaint to the Awarding Body. Aurelia Training Ltd will provide the relevant contact details on request.

## **Government Funded Provision**

If after following the above procedure an individual on an ESFA programme (including an apprenticeship) believes that their complaint has not been satisfactorily resolved, may raise their concerns directly with the ESFA at [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk),

Alternatively, you may write to:

Customer Service Team,  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry CV1 2WT

Other policy and practice to be considered with the complaints procedure:

Safeguarding Policy and Practice  
Equality and Diversity Policy and Practice  
Whistle Blowing Policy  
Health and Safety Policy  
Recruitment Policy and Practice.  
Prevent Strategy  
Loans Policy  
Relevant awarding body complaints procedure.

### **Aurelia Training Ltd Managers**

#### **Curriculum Areas:**

<b>Area</b>	<b>Manager</b>	<b>Phone No.</b>	<b>email</b>
<b>Managing Director</b>	Bob Harknett	07768 741 266	bh@aureliatraining.com
<b>Quality Manager Designated Person for Safeguarding</b>	Gina Smith	07384 214 574	gs@aureliatraining.com
<b>Operations Manager Lead IQA Deputy Designated Person for Safeguarding</b>	Vicky Sherry- Garnet	07912 516782	vsg@aureliatraining.com