

Complaints Policy & Procedure



Name of centre: Yve Holistic Training

This document sets out our Complaints Policy and Procedure and is aimed at our Centre, Yve Holistic Training, Learners and all interested parties who encounter a direct or indirect service from Yve Holistic Training.

We have high expectations in ensuring that The Yve Holistic Training deliver VTCT and our own qualifications to the highest standards possible to the Learners who undertake them and our aim is to exceed the expectations of our customers.

We are confident of providing a high quality service and would be extremely disappointed if this is not the case.

Therefore, it is important should you feel you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them.

SCOPE

This policy covers complaints Learners, members of the public or Centre staff may wish to make in relation to the qualifications and associated services offered by Yve Holistic Training.

It is not to be used to cover enquiries about services offered by Yve Holistic Training or appeals in relation to decisions made by Yve Holistic Training. Should a complaint be submitted which is in fact an enquiry or an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our Appeals Policy.

If you are unhappy about the way an examination or assessment was delivered and conducted and you suspect malpractice may have occurred, you should send your concern to us in accordance with the arrangements in our Malpractice and Maladministration Policy.

CENTRE'S RESPONSIBILITY

It is our responsibility that all staff involved in the management, assessment and quality assurance of our qualifications, and our Learners are aware of the contents of this policy and that we have a Complaints Handling Procedure and Appeals Process in place to deal with complaints from Learners about the services we provide from our Centre.

REVIEW ARRANGEMENTS

The Yve Holistic Training will review the policy and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer, Learner or Regulatory feedback (e.g., to align with any Appeals and Complaints Process established by the Regulators) and any trends that may emerge in the subject matter of complaints received. If you would like to feedback any views please contact us via the details provided at below.

HOW SHOULD I COMPLAIN

All of our staff has been trained to help our customers and they all like to help, so you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you.

If they cannot help or you wish to speak to someone else, you can ask to speak to the Centre Manager.

If this is not possible, or if you are not satisfied with the help provided by the Centre Manager, please send a written complaint, normally within one month of the event you are complaining about, and address it to us at the contact details outlined at the end of the policy.

Learners and/or members of the public who wish to complain about a level of service provided by Yve Holistic Training about VTCT qualifications they have taken should have exhausted their own complaints process before bringing the complaint to VTCT. However, Learners can make the complaint directly to VTCT in exceptional circumstances where they feel there was a significant breach by Yve Holistic Training of various procedures.

IF I COMPLAIN WHAT DETAILS DO I HAVE TO GIVE?

When you contact us, please give us your full name, contact details including a daytime telephone number along with:

- A report that should contain the following if possible and relevant:
- Copies of correspondence between the Learner and the Centre regarding the complaint
- A statement of the circumstances and facts surrounding the complaint
- Written statements from all Learners concerned
- Details of the Centre's procedure for informing Learners' of VTCT's policies
- Any work of Learners and other assessment material relevant to the investigation
- Any other supporting documents relevant to the complaint
- Each complaint will be considered on an individual basis by Yve Holistic Training's Quality Assurance Team based on all of the information provided.

COMPLAINTS BROUGHT TO OUR ATTENTION BY THE REGULATORS

Where the Regulators notify us about failures that have been discovered in the assessment process or other activities of another awarding organisation, these will be reviewed in the same manner as other external complaints in accordance with the procedures below to ascertain if the same issue could affect VTCT or our own qualifications.

CONFIDENTIALITY AND WHISTLE BLOWING

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us, and if you are concerned about possible adverse consequences, please inform Yve Holistic Training Limited that you do not wish for us to divulge your identity. If it helps to reassure you on this point, Yve Holistic Training can confirm that we are not obliged (as recommended by the Regulators) to disclose information, if to do so would be a breach of confidentiality and/or any other legal duty.

While we are prepared to investigate issues which are reported to us anonymously, we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those the complaint/allegation relates. At all times we will investigate such complaints from whistle-blowers in accordance with relevant whistle blowing legislation.

WHAT WILL HAPPEN TO MY COMPLAINT?

We will acknowledge receipt of your complaint within 7 working days, letting you know who is investigating your complaint.

We aim to investigate the complaint within 14 working days. If your complaint is more complex, or involves people who are not available at the time, we may extend this by 14 working days. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting.) At the end of the investigation we shall write/email to inform you of our decision.

WHAT HAPPENS IF MY COMPLAINT IS UPHELD?

If any part of your complaint is upheld we 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 where the performance or behaviour of our staff is deemed inappropriate.

In situations where a complaint has been successful and indicates a failure in our assessment processes, we will as appropriate, take actions such as:

- Identify any other Learner who has been affected by that failure.
- Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure

- Ensure that the failure does not recur in the future

WHAT IF I AM NOT HAPPY WITH THE REPLY?

If you disagree with the decision the first point of call is Yve Holistic Training.

If you are still unhappy with the decision taken by Yve Holistic Training in reviewing the complaint you can, where relevant, take the matter through our Appeal arrangements which are outlined in our Appeals Policy.

If after you have exhausted our Appeals arrangements and you are still unsatisfied with the outcomes, you can complain/appeal directly to the relevant Regulatory Authority for the qualification.

You should put your complaint in writing to:

Complaints, Yve Holistic Training
Norwich wellbeing centre
15 Chapel Field east
Norwich, Norfolk
NR2 1SF

Those responsible within the centre are:

Name: Yvonne Potter

Name: Sharon Tomasso

The centre agrees to comply with the appeals procedure as outlined above:

Signature:

Position: IQA

Date: 10/01/19

Signature:

Position: Assessor

Date: 10/01/19

10th January 2019