

Complaints Policy

Purpose

This policy applies to all JRV Associates stakeholders, including Employers and Apprentices registered on a JRV Associates Apprenticeship. This document sets out guidance of how to make a complaint to JRV Associates and the process to follow.

Introduction

JRV Associates is committed to offering a high quality and customer focused service, and feedback from JRV Associates stakeholders and Apprentices on any issue will always be welcome.

Scope

This policy and process applies to all key stakeholders engaged with JRV Associates training programmes and Apprenticeship End Point Assessment. This includes JRV Associates Consultants, Employers, Staff and Apprentices.

Regulatory Requirements

Regulations require JRV Associates to publish procedures to Apprentices and other Stakeholders for dealing with complaints, in order to maintain the integrity of the JRV Associates programmes. This policy fulfils that requirement.

Definition of Complaints

The term “complaint” is a statement in which you express your dissatisfaction with a particular situation.

A complaint may relate to, for example:

- A failure to provide a service or an inadequate quality or standard of service
- Inaccurate information about programmes
- The quality and availability of facilities and learning resources
- Accessibility of assessment
- The behaviour of a member of staff.

JRV Associates Complaint Process

All JRV Associates Consultants have responsibility for complaints made about them or the quality of their service to JRV Associates. Therefore, depending on the nature of a complaint, JRV Associates may refer it to the Consultant in the first instance;

Where JRV Associates receives a complaint, it is important that this is dealt with promptly and in line with JRV Associates procedures. JRV Associate’s procedure for complaints involves the following actions:

1. Complaint received
2. Acknowledgement within 5 working days

3. Complaint investigated fully
4. Full Response within 20 working days (or holding response if more time required)
5. Notifying the regulators/awarding body (where necessary)
6. Record the complaint accurately on the JRV complaints log

If you have a complaint, please put the complaint in writing and send it by email or post to the following address;

jenny@jrvassociates.co.uk

Jenny Vince, JRV Associates, 46 Victoria Road, Exmouth, Devon, United Kingdom, EX8 1BD

A link to the policy can be found here: <http://jrvassociates.co.uk/>

Please give as much information as possible about your complaint, to enable JRV Associates to investigate and review it.

JRV Associates will contact the complainant within 5 working days of receiving the complaint by either phone/email or letter to acknowledge the complaint.

JRV Associates will review the information presented and decide whether it is appropriate to either:

- Refer to a Consultant/Quality Manager for Stage 1 investigation and response
- Bring the matter to the attention of the JRV Associates Programme Director, asking them to investigate the complaint as an immediate Stage 2 response eg. If the complaint is made about a Consultant regarding the quality of their delivery;

JRV Associates will then respond to the complainant by email or post within 20 working days, and will take the appropriate, preventative and/or corrective action required. If the complaint is complex, requiring further investigation, a holding response will be issued within 20 working days.

Notifying the Regulators

In cases where there could be an adverse effect (e.g. cases with alleged fraud or serious threat to the integrity of JRV programmes or JRV Associates as an organisation) JRV Associates is required to escalate the matter immediately to CMI or the appropriate or funding or regulatory bodies. JRV Associates Employees and any JRV Associates Consultants are required to co-operate in full, providing information and taking the appropriate action.

Escalation to the Chartered Management Institute (CMI)

If the complaint has not been resolved satisfactorily by the JRV internal complaints process, the complainant should then refer to the CMI complaints process, this escalation information will be provided by JRV in their Stage 2 response. (Link to CMI Policy below)

<https://www.managers.org.uk/~media/Files/PolicesProcedures/General/Complaints%20Procedure.pdf>

Monitoring and Review

JRV Management shall monitor complaints to ensure compliance with this policy at all times. This policy shall be reviewed annually as a minimum and whenever necessary in accordance with changes in legislation, government guidance and other JRV Associates policies.