



EDLOUNGE GROUP: COMPLAINTS POLICY

EDLounge Ltd take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor in the first instance.

Complaints procedure

Being committed to providing a quality service, and achieving the highest standards of conduct, is important to any training provider. One of the ways in which service can be improved is by listening and responding to the views of customers. Therefore, it is important to ensure that:

- Making a complaint is as easy as possible
- A complaint is treated as a clear expression of dissatisfaction with our service which calls for a response
- Any complaint is treated seriously - whether it is made in person, by telephone, by letter, by fax, or by email
- Complaints are dealt with promptly, politely and, where appropriate, informally (for example, by telephone)
- Responses are conducted in the right way: for example, with an explanation, an apology where necessary, or with information on any action to be taken
- Complaints are learnt from and used to improve services.
- How do you make a complaint?
- You can make a complaint in writing, by fax, by email, by telephone or in person (by appointment).
- If you are writing, faxing or emailing your complaint, please provide your telephone number - if a response by telephone would be convenient. If you are emailing, please state if a reply by email is required and, if not, please provide a full postal address.
- If you know the department which is relevant to your complaint, the name or title of an appropriate member of staff, please make your complaint direct to them (referring to this complaints procedure should be helpful).
- If you do not have this information, please contact EDLounge head office on 01909 568 338 and we can put you in contact with the correct head of department.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor, then please contact the IQA via one of the following options:

Call: 01909 568 338

E-mail: iangunn@edlounge.com

Write to:

Ian Gunn

EDLounge

Aston house

Campbell way

Dinnington

Sheffield

S25 3QD

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

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.
- EDLounge ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The IQA will investigate your complaint and respond to you within 10 working days.
- We will take your complaint seriously and deal with it promptly. You will receive a reply within 10 working days from when your complaint is received. If it is not possible to give you a full reply within this time (for instance, because a detailed investigation is required) we will give you an interim response, telling you what is being done to deal with your complaint, and when you can expect a full reply and from whom.
- The full reply will include the outcome and decision of the complaint, what action will be taken if necessary, and also will include details of who to contact next if you believe that your complaint has not been dealt with properly. This will normally be the appropriate senior departmental manager. If, following that second response, you are still not satisfied, you can write to:

Appealing after an initial complaint has been raised

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Managing Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Managing Director will investigate in full and respond to you within 10 working days.

The office manager can be contacted on:

Call: 01909 568 338

E-mail: cara@edlounge.com

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly. The Awarding Organisation's we work with are City and Guilds, AQA, Pearsons, NCFE, NOCN, OCN NI, Active IQ and Edexcel.

Should you address your appeal to any of the above awarding bodies and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator. Either a representative

of EDLounge Ltd or awarding bodies will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact the IQA directly on 01909 568 338 or email support@edlounge.com

Document History				
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1	February 2013	Rebecca Warnes		
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