

CERT

Developing individuals and organisations

CERT Ltd
Barton Upon Humber

Client Complaints and Appeals Procedure

To be reviewed in March 2022

This document is available in large print and other formats on request

call 01652 240554

How to Make a Complaint

This procedure applies to all learner, clients and participants of the CERT and its programmes whether they are:

- receiving advice, guidance or initial assistance
- taking part in a training course, apprenticeship or learning programme
- engaging CERT to provide a training course, apprenticeship or learning programme

Anyone having a complaint about the service received from any staff member (inc volunteers) or a Director shall have the right to submit their complaint in writing to the Board of the Directors for consideration at the next meeting of the Board.

Complaints must be made within thirty (30) days of the incident complained of occurring. Any complaint made will be placed on the agenda of the next Board Meeting, and any investigation necessary will be instigated at the meeting.

The complainant will be kept informed throughout the procedure and will be provided with a written reply to his/her complaint when investigation is completed.

The reply will contain details of any action taken. The Board undertakes to complete investigations and to reply to the complainant within two (2) months of the Board Meeting to which it was brought.

How to appeal against a decision

In the event that a client, learner or participant feels, for any reason, that the decision is unacceptable to him/her, he/she may make a request in writing, within thirty (30) days of the notification having been made to the Chair of the Board of Directors stating their appeal to the next meeting for consideration.

Any appeal must be accompanied by:

- a written reply to the original decision
- further information explaining the reason for appeal

A decision made at the second meeting will be final and binding. Appellants will be notified in writing within fourteen (14) days of the meeting taking place.

Where an apprentice is funded via a digital account the apprentice or an employer can make a complaint to the Educations and Skills Funding Agency (ESFA). You must contact the ESFA within three (3) months of getting a decision from CERT's complaints procedure as detailed above.

You can make your complaint to the ESFA helpdesk on email: complaints.ESFA@education.gov.uk or write to: Complaints team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

Complaints and Appeals Procedure

The following procedure has been agreed as the most effective way for you to express and deal with any grievances –

Anyone having a complaint about the service received from any staff member, volunteer or a Director shall have the right to submit their complaint in writing to the Board of the Directors for consideration at the next meeting of the Board.



Complaints must be made within thirty (30) days of the incident complained of occurring.



Any complaint made will be placed on the Agenda of the next Board Meeting, and any investigation necessary will be instigated at the meeting.



The complainant will be kept informed throughout the procedure and will be provided with a written reply to his/her complaint when investigation is completed. The reply will contain details of any action taken.



The Board undertakes to complete investigations and to reply to the complainant within two months of the Board Meeting to which it was brought.

APPEALS PROCEDURE

If the applicant feels, for any reason, that the decision is unacceptable to him/her, he/she may make a request in writing, within thirty days (30) of the notification having been made to the Board of Directors setting out re-presented to the next meeting for consideration.



Any appeal must be accompanied by a written reply to the original decision and further information



A decision made at the second meeting will be final and binding. Appellants will be notified in writing within fourteen days (14) of the meeting taking place.



Where available the appellant can invoke ESFA complaints procedure within the required timeframes.

Updated and Approved: 19 May 2021

Rick Keightley, Director