



Seta Complaints Policy and Procedure

Introduction

This document outlines the process that should be followed by learners, staff, parents/carers, associates and employers. This complaint procedure is not limited to our customers and any person including members of the public may make a complaint to Seta.

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 your expectations that you raise any concerns you may have with us immediately so that we may address, resolve and improve them.

Scope

A concern may be defined as an expression of worry or doubt over an issue considered to be important to which reassurances are sought.

A complaint may be defined as an expression of dissatisfaction however made, without actions taken or a lack of action.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Seta takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

1. Policy Statement

- 1.1 Seta is committed to ensuring learners and employers are provided with the best service
- 1.2 We aim to provide a service which meets their expectations and that of any of our other customers undertaking training courses and programmes whether through commercial courses, study programmes or apprenticeships.
- 1.3 We welcome suggestions for improving our services. You can do this at any time either verbally or in writing to any member of staff through the feedback surveys we issue regularly.

2. Policy Aims

- 2.1 We aim to ensure that
 - 2.1.1 We offer assistance, information and guidance in a pleasant, professional and friendly manner.
 - 2.1.2 We provide information, advice and guidance to allow you to choose the best training option for you and/or your employees.
 - 2.1.3 We provide the necessary technical knowledge backed by academic qualification, to enable you to meet your aspirations and goals and that this will be clearly set prior to embarking on any training and development
 - 2.1.4 Everyone is treated fairly and equally by all employees and contractors working on our behalf that they come into contact with. Our equality and diversity policy fully explains our strategy and commitment.
 - 2.1.5 We are committed to provide an excellent service including interaction with all of our customers and their representatives and to ensure that this is consistent.

- 2.1.6 We evaluate all of the services, information, advice and guidance we provide including delivery of training by our employees, at regular intervals to continually improve these by listening to what our customers are telling us.
- 2.1.7 Making a complaint or expressing dissatisfaction is as easy as possible and that we learn from them.
- 2.1.8 We treat any expression of dissatisfaction which requires a response regarding any part of Seta's service or members of staff as a complaint.

3. Making a Complaint

- 3.1 We will treat your concern seriously whether made in person, by telephone, letter, or email, these are recorded in Seta's Quality Management System (QMS) with unique identification number.
- 3.2 We will deal with you promptly, politely and where appropriate, informally
- 3.3 We will acknowledge all complaints within 4 working days of receipt
- 3.4 We will provide a full written response to written complaints where possible within 14 working days.
- 3.5 Any concerns/complaints should be directed in the first instance to SETA – contact details below:

- 3.5.1 SETA Initial Contact:
David Jones - Centre Manager
Email: dave.jones@seta.co.uk
Telephone: 0191-4162860
Opening Hours: Mon – Thurs 8:00 – 16:30, Friday 8:00 – 13:00

If a satisfactory response is not received it should be escalated within 15 working days (in any form) to:

Robin Lockwood – Chief Executive Officer who will respond within five working days

Email: robin.lockwood@seta.co.uk
Telephone: 0191-4162860
Opening Hours: Mon – Thurs 8:00 – 16:30, Friday 8:00 – 13:00

- 3.5.2 In the unlikely event that complaints are not addressed and they relate to training delivered under an Education Skills Funding Agency (ESFA) contract, then you may contact the ESFA direct, using the details below:

The Service Desk:
Email: helpdesk@manage-apprenticeships.service.gov.uk

Telephone: 08000150600

Opening Hours: Monday to Thursday 08:30 to 17:00 Friday 08:30 to 16:00

Address: Service Desk
Education & Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

Last review date: 2nd February 2022

Date for next review: 1st February 2023

Reviewer: Robin Lockwood, CEO

Signature:

