

Agility People Services Limited



*Developing your
business*

COMPLAINTS POLICY

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Written date: 2005

Last revised: 22nd November 2023

New review date: 22nd November 2024

New Assessment Review
Person: Carolyn Scotchbrook Managing Director

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AGILITY PEOPLE SERVICES (AGILITY) LIMITED

COMPLAINTS POLICY

1. GENERAL STATEMENT

Agility People Services LTD recognises that the management of our customers is important and therefore gives full backing to this policy and full support to any person implementing it.

It is company Customer Service policy to provide and maintain as far as reasonably practicable to provide, a good service for customers

Employees with management or supervisory responsibility must ensure the implementation of the Customer Service measures contained in this policy are carried out, by arranging for the provision of adequate information and training. They must also ensure their responsibilities are delegated when they are absent.

Effective implementation of this policy requires the wholehearted commitment of everyone in the company.

The Customer Service Policy will be revised, when necessary, particularly when the business changes its nature or size. To ensure effectively use this policy and the way in which it operates will be reviewed annually. Such revisions will be brought to the attention of the relevant personnel.

A complaint is an expression of dissatisfaction whether justified or not, it may be a bad product, a terrible service, a bad experience, been cheated, ripped off, a received test level that you disagree with, a pass or fail you disagree with, a unfair service directed at you or someone else, or if you just want things to get better, you are unlikely to get retribution, recompense, compensation, or satisfaction unless you complain. It is a complaint when it is directed at an organisation or person who, at least theoretically, can do something about it.

2. ROLES AND RESPONSIBILITIES

The Management are responsible for ensuring the Company fulfils its mandatory duties to Education Skills Funding Data Protection, OCR, and other contracts and governing bodies.

3. CUSTOMER COMPLAINTS

It is the responsibility of all Agility employees to be aware of the Agility Customer complaints policy and their responsibility.

Any Customer complaints are dealt with by the set procedure in designated time constraint.

As the following: (departments may slightly differ depending on set procedures).

1. The complaint will be responded to within 24 hours
2. The complaint to be actioned within 48 hours.
3. The complaint will be coordinate the organizational life of the complaint
4. The complaint will be in conjunction with operations are to close the complaint down within 21 days or unresolved, go to 5
5. Learners have the right to complain to OCR and the complaint will be actioned by the learners within accordance with OCR rules and regulations. Details of contract details are given to learners in learners handbook.
6. The complaint be co ordinate the tangible life of the complaint

4. INDUCTIONS, TRAINING AND ADVICE INFORMATION & GUIDANCE (AIG)

A copy of the below complaint's procedure is given to and communicated to all Learners and appropriate Learners on training courses and learner's handbook. All Agility staff are trained on Assessor's induction and are made aware of their responsibilities.

Included in Learners handbook:

Complaints Process:

Contact your Assessor or your Internal Verifier

Please see your Assessor or Internal Verifier or Agility People Services Limited, External Verifier or OCR by putting it in writing to the address below:

Assessor
Agility People Services Limited
Brunel House, Brunel Road
Middlesbrough
Tel: 01642 697690
Email: c.scotchbrook@agility.uk.com

Internal Verifier
Agility People Services Limited
Brunel House, Brunel Road
Middlesbrough
Tel: 01642 697690

External Verifier
Please request information as each qualification has a different external verifier assigned.

OCR
1 Hills Road
Cambridge
CB1 2EU
Tel: 01223 553998
Fax: 01223 552627

Appeals and Complaints Procedure.

All candidates have the right to appeal or complain.

1. Put in writing your appeal and/or complaint and hand it to your Assessor.
2. The Internal Verifier will consider your appeal and notify you of what action is to be taken within 2 days.
3. Your assessment will be considered by your internal verifier and an independent assessor from your programme area.
4. You will be advised in writing of the outcome of the panel; decision within 14 days of your appeal.
5. If you are still unhappy with the outcome, you can ask for your written appeal and/or complaint to be sent to the external verifier from your awarding body for further consideration. You may be required to discuss your appeal with your External Verifier either face to face or over the telephone.
6. You will be advised of the outcome in writing.

You have the right to appeal to any resolution of complaint to OCR.

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