

Agility People Services Limited



*Developing your
business*

COMPLAINTS POLICY

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AUDITS, REVIEW, UPDATES AND REVISIONS PAGE

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AGILITY PEOPLE SERVICES (AGILITY) LIMITED

COMPLAINTS POLICY

1. GENERAL STATEMENT

Agility People Services LTD (Agility) 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 conducted, 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. The revisions will take into account new Artificial Intelligence (AI) ways of providing our service and communications to learners and customers.

A complaint is an expression of dissatisfaction whether justified or not, it may be a bad product, a terrible service, a bad experience, feeling of been cheated or ripped off, a received test level that a learner may disagree with, such as a pass or fail disagreement, an unfair service directed at someone or someone else, or if there is a need to just want things to get better, it is unlikely to get better in the form of retribution, satisfaction, recompense or compensation, unless a complaint is made. It is a complaint when it is directed at an organisation or person usually in writing, but it can be verbally who, at least theoretically, can do something about it.

2. ROLES AND RESPONSIBILITIES

Agility staff are responsible for ensuring complaints are dealt with sensitively without in the first instance of taking responsibility for the 'incidence of the complaint,' acknowledging the grievance, recording the incident, registering the incident, and passing on the information to management to be investigated.

The Management staff of Agility are responsible for ensuring the Company fulfils its mandatory duties to 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 staff are to follow the below procedure, in designated time constraint.

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

1. The complaint are to be responded to within 24 hours
2. The complaint to be actioned within 48 hours.
3. The complaint are to be coordinate by organisation for the life of the complaint.
4. The complaint are to be investigated, and its decision will be by head of department or director.
5. The complaint are to be in conjunction with operations, which will close the complaint down within 21 days or unresolved, go to 7.
6. All complainants have the right to complain to higher directors or parent company, of an investigation that they do not agree with, see 7.
7. 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.
8. The complaint are to be coordinate and communicated to the complainant through the tangible life of the complaint.

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

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

Included in Learners handbook:

Complaints Process:

Contact your Trainer or Assessor or your Internal Verifier

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

Assessor/Trainer
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/learners have the right to appeal or complain.

1. Put in writing your appeal and/or complaint and hand it to your Assessor. (please see trainer or assessor if help is needed with this).
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 pane; 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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BIBLIOGRAPHY REFERENCES

Inspiring a Nation and Customer service <https://www.instituteofcustomerservice.com/>

