



Complaints Procedure

NTS	418
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Mission

To create and sustain a safe environment where staff can deliver an innovative, challenging, quality, exciting and inspiring learning experience that meets the needs of learners, non-learners and employers in our local communities.

Values

Maximising learner / customer success and achievement through innovative delivery to improve individual's life chances and / or employment opportunities, in a safe, secure and nurturing environment underpinned by our specific values of:

Respect, Honesty, Trust, Openness, Equality of Opportunity for all.

Vision

Through a socially inclusive approach, we will provide high quality learning and training support, to equip individuals with the skills for future employment, further development and or Further Education.

Nova Training are committed to delivering excellence, providing the best possible experience and effective IAG for all of our learners and staff alike; with a strong emphasis on Equality and Diversity and a commitment to **Safeguarding** all of our learners / customers to ensure they feel safe, and are safe. We aim to be a high-performing organisation with a passion for learning and a dedication to become the training provider of choice.

INTRODUCTION

Nova Training is committed to continuous improvement and providing a high standard of service to learners and all its partners. You have an important part to play by telling us when we do things well or not so well and by suggesting ways to improve the service we offer.

We welcome all feedback that helps us to maintain a high level of service. We want to learn from your experiences of using our service. If you compliment us on doing something well we can ensure that good practice spreads to other services.

You may have suggestions on ways we can improve things. Why not let us know by writing to the HR team or by filling in the feedback form (NTS710) available at every centre. Your opinion counts!

This procedure applies equally to our learners and their parents/carers, our staff, our stakeholders, our service providers and our suppliers.

THINGS YOU SHOULD KNOW

We will endeavour to resolve dissatisfaction quickly, easily, fairly and informally. Often this will be achieved by discussion with a tutor, assessor, learning mentor or appropriate member of staff. From time to time however a more formal procedure may be required and will follow the stages as set out below. If you do need to complain, do so at once to prevent the situation getting worse. At each stage in the complaints procedure you will be advised of what the next stage is and who you should contact. All complaints will be treated in strict confidence. It may be necessary in certain situations to interview the people involved.

If the complaint involves discrimination or harassment of any kind, you should ensure that the incident is recorded by reporting it to a member of staff, who will see that it is dealt with immediately. If you are unsure of who to contact, please notify the HR team at Nova Training, 3 Lower Lichfield Street, Willenhall WV13 1PX. Telephone: 01902 366278

WE CANNOT INVESTIGATE ANONYMOUS COMPLAINTS

Please remember that one of the objectives of the complaints procedure is to ensure fairness for everyone and that the issue is resolved properly.

HOW TO MAKE A COMPLAINT

Stage 1

Begin by raising the matter with the person who is most likely to be able to help you. This may be a tutor, assessor, learning mentor or any other member of staff. If you feel that for some reason you cannot do this, go straight to the stage below. Similarly, if the staff member directly involved feels unable to deal with the complaint, you may be referred to another staff member. This is because the ability to consider the complaint objectively and impartially is crucial. Most complaints will be resolved at this informal stage.

Stage 2

If the outcome of stage 1 is unsatisfactory, make your complaint either verbally or in writing to the Centre Manager at the centre where you attend your course, or for Apprenticeships contact the Deputy Operations Manager at Nova Training in Wolverhampton on 01902 716100. In normal circumstances your complaint will be acknowledged within 5 working days and fully investigated within 20 working days. The Centre Manager or Deputy Operations Manager will investigate the complaint, review all of the information and discuss the findings, together with any recommendations or an apology to the complainant.

Stage 3

If you are dissatisfied after stage 2, please write to the HR Team to arrange to see the HR Operations Manager at our Head Office in Willenhall, West Midlands or a member of the Senior Management Team. Your complaint will be re-investigated and you will be informed of the outcome in writing within 10 working days in normal circumstances. The HR Operations Manager may at this stage be able to reassure the complainant that all steps have been followed appropriately and this may be sufficient to resolve the complaint.

However, in the event that the matter cannot be resolved sufficiently, the HR Operations Manager/Senior Manager may choose to convene a complaints appeal panel consisting of at least three people. The panel members will be chosen for their impartiality and no person who had a prior involvement in the complaint will be able to sit on the panel. In deciding the make-up of the panel, Nova will ensure that it comprises a cross section of representatives who will be sensitive to race, gender, and religious affiliation and one member of the panel will be independent of the centre. Parents are allowed to attend the panel hearing and may be accompanied if they wish. The written findings and

recommendations of the panel will be distributed to all involved and kept confidentially on file by Nova Training. All records/documents relating to complaints will be available for Ofsted inspections.

Stage 4

If you are dissatisfied after stage 3 you may refer the complaint to the relevant awarding organisation for your qualification. This would either be City and Guilds using their complaints procedure. Their complaint form can be found on <https://www.cityandguilds.com/feedback-and-complaints/learner-complaint-form>

Highfield Awarding Body for Compliance complaints policy can be found on www.highfieldabc.com

IMI Awards on <https://www.theimi.org.uk/complaint-procedure>

You should include the full details of your complaint in writing with reasons why you remain dissatisfied, the stages of Nova Training's complaints procedure having been followed and the supporting evidence of the complaint with resulting decisions from the process above.

Stage 5 - The Final stage of the process

If you are still dissatisfied with the outcome of stage 4, you may refer your complaint to the ESFA - Educational and Skills Funding Agency at Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH

If the ESFA are to investigate the matter, the complainant should provide:

- 1) Details of the complaint in writing by email or fax
- 2) Confirmation that Nova's complaints procedure has been exhausted
- 3) Permission to disclose details of their complaint to Nova

If you have difficulties in providing details in writing, the ESFA will consider alternative ways of receiving the information.

This procedure takes account of the recommendations published by the Department for Education and Skills, arising from section 29 of the Education Act 2002.

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