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Assente Limited

Complaints & Appeals Procedure

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1 Introduction

Assente Limited is committed to providing high-quality services and to resolving any problems with your service as quickly as possible. We want to provide you with services in which we are always receptive to feedback and proactive about seeking it. We value your feedback as a vital source of information for improving future services.

A copy of this complaints procedure will be given to all our customers at the start of their service. The member of staff with whom you first have contact, will explain it to you.

2 Our standards

Assente Limited will:

- In the first instance, listen to what you have to say, apologise for any mistake, seek to understand what happened, explain this honestly to you and put it right wherever possible
- Treat your complaint properly, fairly and impartially
- Make sure that we deal with all the points you raise, and that our replies explain the outcomes clearly
- Handle your complaint confidentially and only give people the information that is needed to carry out a proper investigation and make a full response
- Keep records of complaints separate from other records
- Make sure that no complaint you have made in good faith will be used to your disadvantage in the future
- Always be polite and treat you with respect
- Change the way we do things to avoid making the same mistake in the future

3 What will happen when you raise a concern?

In all circumstances, Assente Limited will attempt to deal with your concerns as quickly and effectively as possible. The staff with which you raise your immediate concerns will always take this approach in an effort to provide you with a satisfactory solution.

This procedure is in place to ensure that concerns are given a fair hearing. The vast majority of concerns raised by our customers are settled informally between the customer and the member of staff. In the case of any of our customers taking a management assessment award with us, their first point of contact for dealing with a concern is their Management Consultant/Assessor.

In line with our environmental policy, our plan is to include a copy of all of our policies and procedures on our website – www.assente.co.uk. However, further copies can be obtained from our office at 4 Regent Street, Gloucester GL1 4UJ or by telephoning 01452 544063 or emailing us at info@assente.co.uk.

4 What will happen if you are still unhappy?

If the above hasn't resolved your concerns, we would want you to request or make contact with one of the company directors or, in the case of our customers undertaking the NVQ and your dissatisfaction with the assessment process, our Internal Verifier to see if they can help resolve the issue through their personal intervention. This should be done by telephoning the office and requesting to speak to either Jacqueline Rivers or Colette O'Neill, Company directors and Jacqueline Rivers Company Internal Verifier, specifically in the case of a management award complaint. If Jacqui is unable to respond within 1 working day, Colette will reply to you immediately.

Ideally you should do this as soon as possible, to enable Assente Limited to investigate and respond to your complaint in a timely manner. Ideally you should do this if after 10 working days following your initial approach, the issue hasn't been resolved.

You will be told how long you will have to wait for a Director or the Internal Verifier to contact you directly. In all circumstances this will be as soon as is reasonably possible. The Director/Internal Verifier will investigate whether the staff member has handled the matter fairly and in line with our other policies and procedures, and whether we can do anything else. Your contact with one of our Directors or the Internal Verifier will always be followed up in writing to ensure that you have an accurate record of the issue.

The Director's decision is the final decision on behalf of the company.

If you are undertaking an NVQ with Assente Limited, if either of these approaches has not resolved your complaint, you should also take the following actions.

4.1 Stage Two

Ask for the Internal Verifier to contact the award External Verifier. This should be done within 20 working days of your initial contact with the Internal Verifier. An appointment will be set up for the NVQ candidate, the Assessor, the Internal Verifier and the External Verifier to meet to resolve the complaint within 30 working days of the original complaint to the Internal Verifier. If the matter has still not been resolved, you should then proceed to the next stage.

4.2 Stage Three

The External Verifier will take written statements from the NVQ Candidate, the Assessor and the Internal Verifier and him/herself to present to the relevant Lead Body. The Lead Body will review these documents and resolve the complaint within 20 working days of the reports being taken by the External Verifier. The decision of the Lead Body will be final.

You or the Assessor may be accompanied, represented or have a written report prepared, by a person of your choice at any and all points in these procedures.

Review Date: **March 2011**
Signed: **Colette O'Neill**
Date: **26th March 2010**