


<b>COMPLAINTS PROCEDURE</b>						
<b>GENERAL PROCEDURES</b>						
Amendment Details:						
New Document						
Doc. Ref:	GNPRO001	Revision:	0	Issue Date:	06/06/2022	Page 1 of 2

## COMPLAINTS PROCEDURE

### SCOPE OF THE POLICY

This policy is provided for Integra Quality customers, learners, and associates who are using or delivering courses and qualifications offered by Integra Quality (IQL), or receiving or delivering services and products from IQL.

### REVIEW ARRANGEMENTS

Integra Quality will review and update this policy, when necessary, in response to customer and learner feedback, or good practice guidance issued by an awarding organisation or other regulatory body, and annually as a minimum.

### COMMUNICATION OF THE POLICY

Every staff member or associate involved in the management, delivery, assessment, and quality assurance of qualifications offered by Integra Quality shall be made aware of this policy during their induction to the business. Learners undertaking Integra Quality qualifications and Customers of IQL shall be informed of this policy during their induction process.

Changes are communicated to staff via Integra Quality's Heads Up communication tool and must be acknowledged by the recipients.

### PROCEDURE

At Integra Quality Ltd, we are committed to learn from every opportunity to provide our customers with the best service we can. The best way for us to learn is to hear from our clients and directly about what we did well, and what we did poorly.


#### Complaints

While we strive for our customers' and clients' satisfaction, we know that we don't always get it right, so take all feedback extremely seriously. Every piece of feedback is an opportunity for us to learn, and we will work with you to resolve it as soon as you bring it to our attention.

If you are, at any point, dissatisfied with the service you have received please bring this to our attention as soon as possible by speaking to your Integra Quality contact in the first instance. This may be your nominated consultant, or your course tutor.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to your main contact, then please contact the Office team via one of the following options:

<b>Call:</b> 0114 2054547	<b>Write to:</b> Customer Feedback, Integra Quality Ltd, 7 Castle Street, Sheffield, S3 8LT
<b>E-mail:</b> <a href="mailto:info@integraquality.co.uk">info@integraquality.co.uk</a>	
<b>Web Form:</b> <a href="https://bit.ly/IQLCompForm">https://bit.ly/IQLCompForm</a>	

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When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Please be sure to raise your complaint as soon as possible after the event so that we have the opportunity to investigate and give you the best answer possible. The Managing Director will investigate your complaint and respond to you within 7 days. In some cases, it may be necessary to refer your complaint to an independent party for investigation, in which case this may take a little longer.

#### **Appealing after an initial complaint has been raised**

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may ask us to escalate your complaint to our independent panel. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The panel will investigate in full and respond to you within 14 days.

#### **Further Escalation Routes**

If you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to a training course and achieving your qualification then please contact the Awarding Organisation directly. The Awarding Organisation is Highfield Qualifications, and their complaint policy can be located on their website: [www.highfieldabc.com](http://www.highfieldabc.com). Alternatively, please speak to the Highfield team on 0845 2260350.

Should you address your complaint to Highfield and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator (for example, OFQUAL, SQA Accreditations or Qualifications Wales dependent upon the qualification). Either a representative of Integra Quality or Highfield will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact the Office using the details shown above.