

ATHENA LEARNING LTD COMPLAINTS POLICY STATEMENT PROCEDURE

POLICY STATEMENT –

1. Athena Learning Ltd is committed to ensuring that any complaints received are addressed in a transparent manner to the satisfaction of all concerned. Athena Learning Ltd welcomes all feedback and the opportunity to investigate and deal with situations where service has not been delivered as expected.

2. COMPLAINTS POLICY –

This policy and procedure is intended to clarify the process both for someone making a complaint and staff who initially receive a complaint.

This policy and procedure is designed to address general complaints concerning the delivery of Athena Learning Ltd services and associated policies and procedures. Candidates who are raising an appeal against an assessment decision should be referred to the Appeals Procedure.

All complaints received will be treated as confidential and only those staff involved will be made aware of the detail of the complaint.

3. WHEN A STAFF MEMBER RECEIVES A COMPLAINT –

Complaints may cover a wide range of issues many of which can be resolved very quickly and to the satisfaction of the individual making the complaint, however, Staff members receiving the initial complaint are reminded that Athena Learning Ltd's commitment is to –

Taking complaints seriously – However minor the complaint may appear to be, the person complaining has attached value to the issue and this should be respected.

Professionalism – It is the nature of our business that the majority of complaints may take place face to face and may relate to staff. If someone makes a complaint about you or a service you have been involved in, you are reminded that you must respond as a member of Athena Learning Ltd staff and not as an individual. In some cases you may wish to refer the individual to the information contained in Section 4 'Taking a complaint forward'.

Communication – Where the complaint cannot be resolved immediately, the individual must be informed about the complaints process, when the

individual should expect a response, and the method of communication that will be used. Responses to complaints should refer to this policy.

Referring complaints – If you are unable to address a complaint or the individual is not satisfied or wishes to take the complaint further you must refer to a Company Director as stated in Section 4 'Taking a complaint forward'.

4. TAKING A COMPLAINT FORWARD

Athena Learning Ltd strive to resolve any complaints quickly when they occur, we encourage individuals who wish to complain to take the matter to the member of staff involved, however, it is recognised that in some situations that individuals may not feel comfortable with this. In these cases individuals should contact a Company Director by telephone, email or letter.

Director email addresses can be located on the website – www.athenalearning.org

Address –
Athena Learning Ltd
65 Bute Street
Falkirk
FK2 7DH

Telephone – 01324 630077

Written complaints should provide as much information as possible including full contact details, date of the incident, nature of the complaint, how situation has affected the individual, what action the individual would like to see being taken.

A Company Director will acknowledge receipt of written complaints within 5 working days and will endeavour to investigate and respond to complaints within 14 working days. If this is not possible the individual will be informed and given a new expected response timescale.

5. UNRESOLVED COMPLAINTS

If an individual feels that their complaint has not been resolved external support may be appropriate of which examples are given below –

QD 70 21.08.12

Candidates on funded programmes –

Skills Development Scotland
Laurel House
Laurel Hill Business Park
Stirling
FK7 9JQ

Telephone – 01786 446150

All candidates registered for City & Guilds qualifications –

Quality Manager
City & Guilds Scotland
144 West George Street
Glasgow
G2 2HG

Telephone 0141 341 5700