



OPEN HEART CARE

TRAINING COMPLAINTS POLICY

1. Aim

- 1.1 The Complaints Policy is in place to ensure that learners, employers and other customers and stakeholders are aware of how to make a complaint about any aspect relating to the day to day operation or service.

2. Policy Context

- 2.1 Open Heart Care's Training Centre is committed to providing an excellent service for all learners, employers and stakeholders. The Training Centre strives for excellence can only be achieved through listening and acting upon the views of learners, employers and stakeholders.
- 2.2 If a formal or informal complaint is made which relates to the Training Centre's day to day operation or service provided then this will be thoroughly investigated. Every attempt will be made to ensure that both the complainant and the Training Centre observe the confidential nature of issues unless there are exceptional circumstances.
- 2.3 If in the event that a complaint is in relation to an assessment decision or examination result, the Training Centre's Appeals Policy will be used as the form of redress.
- 2.4 The following escalation process will be undertaken to address any complaint that is raised in relation to the Training Centre's operation or service provided:

Individuals are to discuss the problem directly with the member of staff concerned. Individuals who are unsure as to whom to contact in the first instance should contact the Open Heart Care's reception staff who will direct them to the relevant Manager to deal with the issue. Alternatively, send an e-mail to the central mailbox info@openheartcare.org where this will be directed to the relevant manager.

- 2.5 If the issue cannot be resolved through the above means, please raise to the Managing Director, Mohamed Abdile, by telephone on 020 8616 4744.
- 2.6 Written complaints can be sent to Mohamed Abdile, Open Heart Care Limited, London Office, Suite 807-808, 8th Floor, Crown House, North Circular Road, London, NW10 7PN. Any letter submitted should clearly set out the circumstances of the complaint (See Formal Complaints steps below).

3. The Informal Complaints

- 3.1 It is recognised that most concerns will be raised informally; these can and should be dealt with immediately by the relevant person. The aim is to resolve informal concerns quickly and enable mediation between the complainant and the individual to whom the matter has been referred. All complaints received by Open Heart Care staff are taken seriously.
- 3.2 If concerns are not satisfactorily resolved in this way complainants may follow the Open Heart Care Training Centre's Formal Procedure for handling complaints – as specified below.

4. Formal Complaints

- 4.1 Formal complaints should be submitted in writing via post addressed to Mohamed Abdile, Open Heart Care Limited, London Office, Suite 807-808, 8th Floor, Crown House, North Circular Road, London, NW10 7PN.
- 4.2 The complaint will be acknowledged within 3-working days from the date the complaint is received by the Managing Director or delegated authority. Any written communication should clearly detail the circumstances regarding the complaint such as; relevant dates, individuals involved, etc.

- 4.3 The Managing Director may direct the complaint to the most appropriate section Manager and an investigation will ensue. A meeting will be arranged to discuss the outcomes of the investigation if deemed appropriate and this will be followed by a written response to the complainant on completion of the investigation. All complaints will be investigated fairly with the intention of satisfactorily resolving the matter.
- 4.4 A response will be provided within 15-working days from receipt of the complaint outlining the outcome of the investigation and any further steps to be taken if necessary.

5. Appeals

- 5.1 If the complainant is still dissatisfied with the response received, they have the right to appeal and therefore should write to the Managing Director, clearly stating the reasons for appeal. The appeal will be referred to the Open Heart Care's Appeals Panel. To ensure impartiality, the appeals panel will consist of two members of the Open Heart Care's HR Leadership team who were not involved in the original complaint. The panel will take into consideration all previous information collated from the complaint.
- 5.2 The appeals panel will respond to the complainant within 20-working days from receipt of the appeal. If for any reason the Appeals Panel require longer than the 20-working day timescale, the Managing Director will communicate in writing informing the complainant of the revised timescale for the response. The final decision from the Appeals Panel will be communicated in writing to the complainant.

6. Complaints to Awarding Bodies

- 6.1 All candidates have the right to complain to the awarding body, if they have exhausted the Open Heart Care complaints procedures.
- 6.2 Candidates of qualifications also have the right to complain to the awarding body. The awarding body will only consider your complaint if you have already gone through all of the stages of the Open Heart Care Training Centre's complaints procedure and remain dissatisfied with the outcome, or the way in which we handled your complaint.
- 6.3 Awarding Bodies will deal with complaints about:
- Assessment – in the broadest sense, including the conduct of, preparation for, and environment for, assessment
 - Dissatisfaction with the way in which the centre handled the complaint.
- 6.4 Awarding Bodies will not deal with complaints about:
- Assessment decisions (use Appeals or Post-results Services)
 - The wider experience of being a candidate (e.g. Support services, funding, facilities).
- 6.5 For additional information you can see the Awarding Bodies' Customer Complaints and Feedback website.

This policy will be reviewed annually by the Registered Manager:

Signed: **Mohamed Abdile**

Date: 30/09/2019

Review Date: 30/09/2020