

Complaints Policy

V5 April 2020

Policy

At Blue Sky Assessing & Consultancy Ltd we want to ensure you have an excellent experience with us. We readily accept that there may be occasion where you do not feel your experience has been as great as we would like it to be, and as such we want to make it easy for you to approach us and make a complaint.

We aim to ensure that:-

- Making a complaint is as easy as possible.
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- We deal with it promptly, politely and, when appropriate, confidentially.
- We respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken.
- We learn from complaints and feedback and we use them to improve our service.

If it is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaint:

- Incorrect invoicing;
- Certificate spelling errors;
- Lack of response to queries;
- Website issues;
- Delay with receipt of certificates;
- Non-compliance with stated Blue Sky Assessing & Consultancy Ltd process e.g. not adhering to published timescales of processes.

Investigation and Outcome

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Blue Sky Assessing & Consultancy Ltd.'s aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated.

We'll acknowledge your complaint within 2 working days and let you know who will be dealing with it. We will appoint an appropriate person to investigate the matter on your behalf.

We aim to resolve complaints within 8 working days but if it's going to take longer than that we'll keep you fully informed.

Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.

The two stages to our complaints process are:-

Stage 1

If you have a complaint in relation to the service you have received from Blue Sky Assessing & Consultancy Ltd please raise your concern by emailing enquiries@blueskyassessing.co.uk, explaining the problem as clearly and fully as possible, including any action taken so far. For learners wishing to appeal assessment decisions please refer to the Appeals & Complaints Procedure for Frameworks or the Appeals and Enquiries Procedure for Standards. If there is an allegation of malpractice please refer to the Malpractice and Maladministration Policy.

Stage 2

If you are not satisfied with the response you receive to your complaint, you can take the matter further by contacting the Director of Blue Sky Assessing & Consultancy Ltd by emailing Jane@blueskyassessing.co.uk setting out why you are dissatisfied.

The Director of Blue Sky Assessing & Consultancy Ltd will undertake a full review of the original complaint, the evidence collected by the person who investigated the matter on your behalf and their initial response. Consultation with all parties will take place to provide you with Blue Sky Assessing & Consultancy Ltd.'s response and any further actions that may need to be taken.

Confidentiality

Except in exceptional circumstances, we will try to ensure that your complaint remains confidential, but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In these situations we will discuss this with you.

Education & Skills Funding Agency

Should you wish to make a complaint about Blue Sky Assessing & Consultancy please contact the ESFA on the details below:

complaints.esfa@education.gov.uk

Customer Service Team,
Education and Skills Funding Agency,
Cheylesmore House,
Quinton Road,
Coventry,
CV1 2WT

Please see the link below for more information:

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>