



Complaints Policy & Procedure

Construction and Plant Assessments (CPA) is committed to providing a quality service, and achieving the highest standards of conducts, it is important to any training provider. One of the ways in which service can be improved is by listening and responding to the views of customers. Therefore, it is important to ensure that:

Making a complaint is as easy as possible

- A complaint is treated as a clear expression of dissatisfaction with our service which calls for a response
- Any complaint is treated seriously - whether it is made in person, by telephone, by letter, or by email
- Complaints are dealt with promptly, politely and, where appropriate, informally (for example, by telephone)
- Responses are conducted in the right way: for example, with an explanation, an apology where necessary, or with information on any action to be taken
- Complaints are learnt from and used to improve services.

How do you make a complaint?

You can make a complaint in writing, by email, by telephone or in person (by appointment).

- If you are writing, or emailing your complaint, please provide your telephone number - if a response by telephone would be convenient. If you are emailing, please state if a reply by email is required and, if not, please provide a full postal address.
- If you know the department which is relevant to your complaint, the name or title of an appropriate member of staff, please make your complaint direct to them (referring to this complaints procedure should be helpful).
- If you do not have this information, please contact CPA on 01709 868181 and we can put you in contact with the correct staff member.

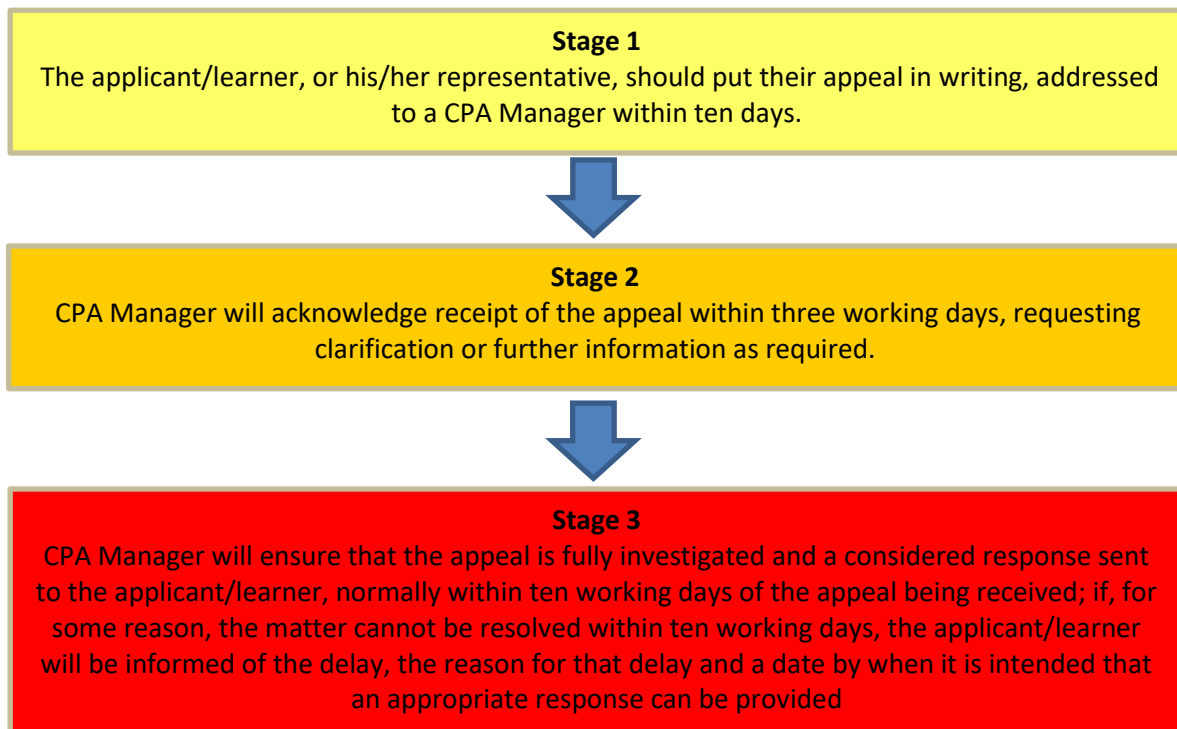
What happens next?

- We will take your complaint seriously and deal with it promptly (please refer to the chart on page 2). You will receive a reply within 3 working days from when your complaint is received. If it is not possible to give you a full reply within this time (for instance, because a detailed investigation is required) we will give you an interim response, telling you what is being done to deal with your complaint, and when you can expect a full reply and from whom.
- The full reply will include the outcome and decision of the complaint, what action will be taken if necessary, and also will include details of who to contact next if you believe that your complaint has not been dealt with properly. This will normally be the appropriate Senior Departmental Manager. If, following that second response, you are still not satisfied, you can write to the direct funding provider we can give you this information by contacting the office on 01709 868181



This policy & procedure is designed to ensure that anyone either applying to or in learning with CPA can have his or her appeal resolved quickly and satisfactorily. The standards that applicants or learners can expect from CPA are set out in our expectations, but we do not restrict appeals to the statements made in our expectations (see below).

If an appeal is lodged then we will follow a formal, three-stage process in deciding the appeal.



What you can Expect from CPA

- A prompt response to your initial enquiry/appeal/complaint
- Honest, fair and impartial advice and guidance.
- A named Training Tutor.
- A comprehensive induction programme to prepare you for work and Training Centre.
- Provision of a safe learning and working environment in line with the principles underpinning the Health & Safety Policy.
- Provision of appropriate health & safety training in accordance with the Health & Safety Policy.
- A well-planned programme of study, skills development and assessment leading to the award of appropriate trade related qualifications.
- Regular program review sessions, organised by your Training Tutor, involving your workplace supervisor, to ensure that you remain focused and on track to achieve your goals.
- Access to advice and information, on a confidential basis if necessary, on any programme related or personal matter and appropriate follow-up support to assist you to resolve the problems you are experiencing.
- A speedy response to any problem you tell us about and support for you in dealing with it, in confidence, if necessary.
- Access to our Complaints Procedure in order to obtain a suitable resolution of your problem if we fail to deliver adequately against any of the above commitments.



Candidates of SQA qualifications also have the right to complain to SQA awarding body. SQA will only consider your complaint if you have already gone through all stages of CP Assessments complaints procedure and remain dissatisfied with the outcome, or the way in which we handled your complaint.

SQA 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.

SQA will not deal with complaints about:

- Assessment decisions (use Appeals or Post-results Services)
- The wider experience of being a candidate.