

Complaints Procedures Policy – Guidance to Learners

Policy

This document sets out OWNIT Academy's complaints policy and procedures and is aimed at our learners and all interested parties who encounter a direct or indirect service from OWNIT Academy.

OWNIT Academy's values our learners who undertake one of our programmes of study. You can read about our values [here](#).

Therefore, it is important should you feel that you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons appropriate to improving service level expectations.

Scope

This policy covers complaints that learners and members of the public may wish to make in relation to the qualifications offered by OWNIT Academy

It is not to be used to cover enquiries about services offered by OWNIT Academy or appeals in relation to assessment decisions made by OWNIT Academy. These areas are covered by separate policies. Should a complaint be submitted which is in fact an appeal, we will respond to inform the relevant party that the issue is being considered in accordance with our published Appeals Policy.

If you are unhappy about the way a examination or assessment was delivered or conducted and you suspect malpractice and/or maladministration may have occurred, you should send your concern to us in accordance with the arrangements as stated in our Malpractice & Maladministration Policy. This should occur as soon as possible to protect any associated evidence that may form part of your complaint.

OWNIT Academy's responsibilities:

We advise that our staff and learners involved in the management, assessment and quality assurance of our qualifications, are aware of the contents of this policy and their individual responsibilities in relation to this.

How should I complain?

Stage 1

All OWNIT Academy staff are trained to support our customers and are all keen to help, so you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with, or is the cause of your issue/complaint.

Stage 2

If the OWNIT Academy staff member cannot help, or if you wish to speak to someone else regarding the problem, please complete our complaints form and pass it on to Oliver Pearson, Lead internal verifier, will email you acknowledging receipt of your complaint within 2 working days and will respond within a proposed solution/outcome within 20 working days. Where it is not possible to offer a solution within 20 working days you will be notified of the rationale and the expected timescale for the response to be provided.

Stage 3

If stage 2 is not possible, or if you are not satisfied with the outcome provided by this member of staff, please send written confirmation of your complaint detailing all aspects (including any evidence and communications already received) to David Francis, Head of Centre, which must be received within 20 working days of the outcome given at stage 2 of the complaints procedure.

If at the outcome of Stage 3 and only where you have fully exhausted the process and you are unhappy with the outcome, you can contact YMCA Awards directly if you feel there was a significant breach by OWNIT Academy of YMCA Awards procedures (available here: <https://www.ymcaawards.co.uk/centres/policies-and-procedures>).

Confidentiality and whistle blowing

Sometimes a complainant may wish to remain anonymous, however, it is always preferable to reveal your identity and contact details to support a comprehensive review/investigation. If you are concerned about possible adverse consequences, please inform us that you do not wish to divulge your identity.

What happens if my complaint is upheld?

If any part of your complaint is upheld we will of course respond to the complainant accordingly and give due consideration as to how we can improve our service and arrangements. For example, reviewing our procedures and actions to evaluate the need/impact of any required changes to our existing arrangements and assessment processes (if relevant), or the need for additional for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behavior of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation following notification from YMCA Awards indicates a failure in our processes, OWNIT Academy will give due consideration to the outcome and will, as appropriate, take actions such as:

- identify any other learner, who has been affected by that failure
- correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- ensure that the failure does not recur in the future
- compensate the learner if the centre is found it has compromised its own terms and conditions that form part of the contract between us and the learner in question



Contact us

If you have any queries about the contents of this policy, please contact David Francis via David@ownitacademy.co.uk