

Compliments and Complaints Procedure

Introduction

The compliments and complaints procedure may be used by centres, training providers, instructors, assessors, candidates or any individual that has a concern with regard to the services provided by GLAS and its employees. The procedure applies to any of GLAS qualifications, training programmes, service provision or products. Compliments or complaints may be made about any aspect of the service provided by GLAS organisation (or its representatives, such as instructors or external verifiers).

If, in the view of GLAS, the complaint is purely an internal matter, the correspondence will be copied to the relevant parties for comment and action taken to resolve the matter. Where the complaint relates to the quality of training, the assessment process, raises questions about the continuation of the centre's approval, or any other matter that is of direct concern to GLAS, the complaint will be investigated.

Under its ISO 9001:2008 procedures, a log of all compliments, complaints and non-conformances is maintained to make sure that appropriate action is taken. The log is monitored to identify shortcomings in our service to customers and areas where we are clearly doing well. GLAS receives reports on compliments and complaints at each meeting, and may require additional action to be taken, especially if any particular trends are identified.

Compliments Procedure

If you wish to formally compliment GLAS on any aspect of its product or service including that received by individual members of staff please contact any member of GLAS Awards staff in writing via letter or email. All compliments are passed to the Quality and Compliance Manager to log.

Complaints Procedure

A complaint will be logged as such if:

- the customer is clearly stating either verbally or in writing that they want to make a complaint OR
- the customer is unhappy that a member of staff is unable to resolve an enquiry to their satisfaction and the member of staff asks the customer if they wish to make a formal complaint.
- Members of the public wish to raise a complaint and this can be communicated either verbally or in writing.

Complaints made in writing must be sent to the **Quality Manager, Unit 14 GLAS Business, Business Development Centre, Main Avenue, Treforest Industrial Estate, RCT CF37 5UR** or by email to appealsandcomplaints@glasbusiness.co.uk

GLAS will make every effort to resolve any complaint quickly and will acknowledge receipt of your complaint within 5 working days. A written response will be given to all written complaints (letter or email) within a maximum of 10 working days from the receipt of the complaint.

The relevant parties will be contacted to give an account of the matters that are the subject of the complaint. In cases where a complaint cannot be resolved to the satisfaction of all parties concerned, the final decision will rest with the GLAS Quality Committee.

Confidentiality

All information obtained within the process of the complaint will be held in accordance with Data Protection legislation.

Information about members of the public making complaints, and individuals against whom complaints are made, will be dealt with sensitively and will be kept confidential, except where the disclosure is necessary to progress the complaint or implement a decision on the complaint, or where it is required by law or in the public interest.

In submitting a complaint, the complainant understands that their complaint will be shared with the staff member responsible for conducting the investigation into the matters raised, and that the content of their complaint may need to be disclosed to relevant staff in order for the complaint to be investigated and/or resolution sought. Also, it must be understood that an individual against whom a complaint is made has the right to be made aware of any allegations and evidence against them. If there are elements of a complaint which are particularly sensitive and the member of the public has concerns about their confidentiality, they are welcome to raise this with the Quality Manager at: appealsandcomplaints@glasbusiness.co.uk, who will discuss if / how disclosure can be minimised.

Complainants should avoid disclosing unnecessary personal information (e.g. medical conditions etc.) in their complaint unless they feel that it is relevant to the issues raised. Complainants must also avoid disclosing personal data of another person/s in their complaint unless they have been given permission by them to do so.

Appeals Procedure

Occasions may arise when a candidate is not satisfied with an assessor's judgment of his/her competence during the assessment process, or the candidate may feel that the opportunity for assessment is being denied them. In these instances, the Internal Verifier and the Centre Coordinator should try to address the problem in-house. If however the problem cannot be resolved, the External Verifier should be approached to offer independent advice.

Appeals are to be made in writing to:

GLAS Business Solutions Ltd
Business Development Centre
Main Avenue
Treforest Industrial Estate
Rhondda Cynon Taff
CF37 5UR

All appeals must be clearly documented by the Centre and records made available to the External Verifier and the Awarding Body as appropriate.

Composition of GLAS Business Solutions Ltd Assessment Panel

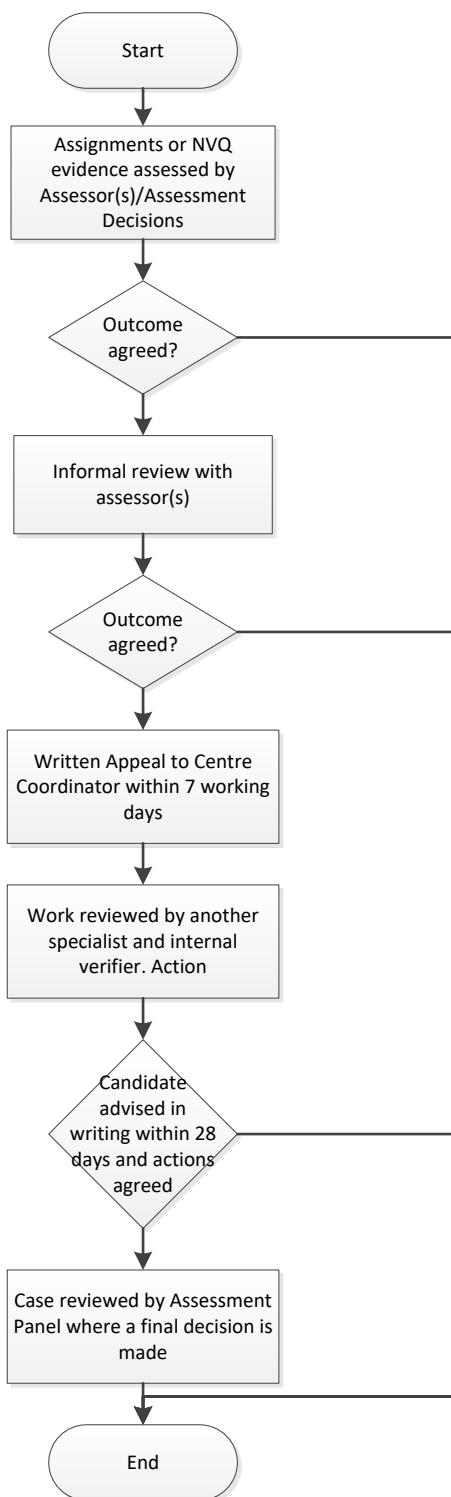
The GLAS Business Solutions Ltd Assessment Panel will be composed of an Internal Verifier and a member of the Quality Team and should include at least two of the following members of staff:

- Director
- Quality Manager
- Lead Internal Verifier
- Centre Coordinator
- External Verifier

Appeals to the Awarding Body

If an appeal needs to be made to the Awarding Body, GLAS Business Solutions will make an enquiry about the outcomes of any assessment or approval decision affecting the centre or the learners.

Appeals Procedure – Process Flow



This policy (as part of GLAS's commitment to Quality) *is and must* be reviewed annually to ensure that all facets of the policy are still relevant and current to the present day it is being read.

Review / assessment date: ___/___/_____

Reviewed / assessed by: _____

Position: _____

Signature: _____

Review / assessment date: ___/___/_____

Reviewed / assessed by: _____

Position: _____

Signature: _____

Review / assessment date: ___/___/_____

Reviewed / assessed by: _____

Position: _____

Signature: _____