

Policy 010

Complaints Policy

Definition of our Company Policies and Procedures:

The definition of policies and procedures are rules, and guidelines that have been formulated or adopted by our organisation in order to help us reach our long-term goals. Our policies and procedures are available to all our staff, students, clients and service users/providers on request.

Our policies and procedures are designed to influence and determine all our major decisions and actions, and all activities that take place within the boundaries set by them. Procedures are the specific methods employed by our organisation to express policies in action in day-to-day operations. Together, our policies and procedures ensure that a point of view held by the governing body of our organisation is translated into steps that result in an outcome compatible with that view.

VELA prides itself on its Policies and Procedures and is committed to developing fair and equitable standard of competence Policies and Procedures. VELA reserves the right to amend company policies and procedures at any time. All company policies and procedures are reviewed annually on the first working week in January of every new year as a matter of course.

Location of all VELA Policies

All VELA policies are located in the Managing Directors Office

Complaints Policy Introduction:

Complaints Procedure

As a part of its commitment to ensuring the standard and quality of its assessments, VELA has established this procedure to deal with complaints given in confidence from its candidates.

This complaints procedure sets out the process for handling complaints concerning assessments, awarding and certification. For any other complaints, such as with the programme of study, assessment or teaching, please discuss the matter with your training provider. A similar procedure, shown below, will have been put into place by the training provider.

This complaints procedure does not cover review, appeals or the receipt of any anonymous complaints, which are covered by separate procedures.

VELA will treat all complaints seriously and will deal with them without recrimination. Where, however, a complaint is shown to be frivolous, vexatious or motivated by malice, disciplinary action may be taken against the complainant.

First Stage: Informal

1. If candidates wish to raise a complaint they should contact VELA administrative staff immediately, disclosing all relevant information, in order that the matter may be resolved speedily without need for engaging in a formal process.
2. VELA has allocated a broad range of powers to its training providers to deal with any complaints relating to programmes of study, study materials and teaching. Any complaints concerning such matters should be directed to the training providers in the first instance.
3. Candidates will receive an acknowledgement via email within five days of complaints received by VELA and can expect a reply within fifteen days. Where this is not possible, the complainant will be kept informed of progress.

Second Stage: Formal

4. A candidate may initiate a formal complaint by sending an email or letter stating that they are making a formal complaint. The information required to support the complaint is as follows:
 - a) details of the complaint;
 - b) a statement of the steps already taken to try to resolve the complaint informally and why the response has not been considered to be satisfactory;
 - c) the form of resolution or redress sought. Formal procedures can be invoked where you feel that the informal approach has not resolved matters satisfactorily.
5. VELA staff will acknowledge receipt of the formal complaint within five working days and will determine whether the complaint should be dealt with by VELA or whether the complaint should more appropriately be investigated by a training partner/partner organisation.
6. Should any meetings take place, the complainant is allowed to be accompanied by a fellow candidate, or a member of staff from either the training provider or VELA.
7. The Investigator will attempt resolution of the complaint by a means appropriate to its nature and circumstances.
8. It is expected that the formal procedure should normally be completed and a written response sent to the candidate within twenty working days of receipt of the complaint. The possible outcomes at this stage include:
 - a) a resolution, reached in co-operation with VELA or approved training provider/partner organisation, or following mediation if appropriate
 - b) provision to the candidate of information in explanation of the circumstances which led to the complaint
 - c) referral of the matter to a plenary meeting of the Assessment Board if the complaint raises serious or complex matters that require further investigation and enquiry
 - d) dismissal of the complaint as being without foundation, with reasons given to the complainant in writing.

Details

You can make all complaints to your assessor, if your complaint involves the assessor/tutor/trainer you can contact VELA Training directly.

Your complaint will be taken seriously and we be dealt with in a professional manner.

Send your complaint to VELA Training VIA

Email: complaints@velatraining.co.uk

Website Link: <http://www.velatraining.co.uk/contact/> - Subject header complaint

If your complaint involves VELA Training directly and you're worried about your complaint being treated fairly please view our Appeals Procedure for further complaint details.