



ZPT Complaints and Appeal Policy

ZPT will respond to any dissatisfaction with its services appropriately, promptly and positively, in which: -

1. An initial response will be made within two (2) working days. A further, more detailed response will be made if appropriate. Information on how to take the complaint further will be provided if you are not satisfied with the response.
2. That every attempt should be made, in the first instance, to resolve a complaint informally, through prompt, direct and sensible dialogue between those immediately concerned.
3. That, in cases where the seriousness of the complaint or a failure to resolve the complaint at the informal stage demands the use of further action, a formal stage of the procedure will be provided.

Who might use this policy?

Learners, employers, local residents, contractors, employees and others who might potentially experience dissatisfaction.

Responsibilities for implementing the policy

All staff have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and appropriately, in accordance with the procedures stated.

Managers and Programme Managers have a responsibility to contribute towards an investigation into a complaint when it is considered appropriate. Directors have a responsibility to take a lead role in dealing with complaints and for overseeing the process to a satisfactory conclusion.

The Managing Consultant is responsible for dealing with complaints, which have reached the formal stage and might become involved, informally, in dealing with other complaints. The Managing Consultant also has a responsibility to keep a record of all formal complaints and the centre's response, and to report annually to the Board of Directors.

The Board of Directors is responsible for ensuring that the complaints policy and procedures are operating effectively, and for monitoring formal complaints against the college. The Board of Directors might also become involved if a complaint is directly against the Managing Consultant, or where there is an appeal against a centre response to a complaint.

Procedures for Implementing the Complaints Policy Complaints by Learners

Stage 1: Informal Stage

Unit 10A Evelyn Court, Grinstead Road London SE8 5AD

Tel: +44 746666224, +44 782 818 5545 e: info@zptraining.com w: www.zptraining.com

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Learners should normally in the first instance identify their dissatisfaction informally to an appropriate member of staff or their Course Tutor/Internal Assessors or Internal Verifiers. The complaint must be raised as soon as possible and in any case during the period of tuition.

If the member of staff is unable to resolve the issue, it will be referred to the Programme Manager. **For our centre, Lai Pedro is our programme manager and he is always on ground at the time of any tuition.** The Programme Manager will refer to any other relevant senior members of staff and a decision will be taken of which the Programme Manager should take the lead role in dealing with the complaint. Other relevant Managers or Team Leaders/Co-coordinators such as Internal Assessors and Verifiers will be involved as required in dealing with the complaint. The Managing Consultant or other senior members of staff might become informally involved if necessary.

If the complaint is about a particular member of staff and reaches the managing consultant, it is a requirement that the member of staff (as well as any manager directly in line between the Managing Consultant and the member of staff) is made fully aware of the complaint and identity of complainant as soon as possible, except in exceptional circumstances which will always be communicated to the Managing Consultant.

Complaints made directly to the Managing Consultant will, in the first instance, follow the procedures for all informal (Stage 1) complaints.

The person dealing with the complaint will investigate it and will make one of the following decisions:

- a. Dismiss it.
- b. Suggest an amicable settlement.
- c. Find some or all of the complaint justified and makes an apology and takes appropriate steps to avoid a similar problem from arising in the future.
- d. Find the case to be sufficiently serious to warrant direct referral to the formal stage
- e. If the issue cannot be resolved by the informal method or the complaint is deemed sufficiently serious, the formal stage will begin.

Stage 2: Formal Stage

Formal complaints should always be made in writing to the Managing Consultant, except where that complaint is made directly against the Managing Consultant in which case it should be put in writing to the Chair of Board of Directors. The letter will state the reasons for the complaint and why, if appropriate, it was unable to be resolved at the informal stage 1.

The Managing Consultant or Chair of Board of Directors will investigate the complaint and will make one of the following decisions:

- a. Dismiss it.
- b. Suggest an amicable settlement.

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- c. Find some or all of the complaint justified and makes an apology and takes appropriate steps to avoid a similar problem arising in the future.

Complaints by Staff

Stage 1: Informal Stage

Staff should normally identify their dissatisfaction informally to their Line Manager in the first instance though direct informal access to the Managing Consultant or other relevant senior members of staff if wished or required.

If the line management sequence is not followed, the Managing Consultant or other senior member of staff who has been approached will normally make the Line Manager and any other managers in direct line aware of the complaint as soon as possible. If the Line Manager is unable to resolve the issue, it will be referred up the line management system in an appropriate way, involving the Directors informally if necessary. The complaint must be raised as soon as possible and in any case no later than 2 days after the reason for the complaint.

Stage 2: Formal Stage

If the issue cannot be resolved by the informal method, the formal stage will begin, using the appropriate method as described in the Disciplinary and Grievance Procedure of the centre.

The Grievance procedure should be followed for all formal complaints relating to staff.

Complaints by Others

Stage 1: Informal Stage

It is difficult to devise a procedure for this diverse group, but the basic principles remain the same. Those who are dissatisfied should identify their dissatisfaction to an appropriate member of staff in the first instance, though direct informal access to the Managing Consultant or other relevant senior member of staff is available if wished or required.

A verbal complaint which is received by centre manager either directly or by telephone will be immediately referred to the Managing Consultant. Immediate action will be taken if appropriate. All such complaints will be notified to the Managing Consultant who will maintain the overview. If the member of staff is unable to resolve the issue, it will be referred up the line management system in an appropriate way, involving the Managing Consultant informally if appropriate. The complaint must be raised as soon as possible and in any case no later than six weeks after the reason for the complaint.

The person dealing with the complaint will investigate it and will make one of the following decisions:

- a. Dismiss it.
- b. Suggest an amicable settlement

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Tel: +44 7466666224, +44 782 818 5545 e: info@zptraining.com w: www.zptraining.com

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- c. Find some or all of the complaint justified and makes an apology and takes appropriate steps to avoid a similar problem arising in the future.
- d. Find the case to be sufficiently serious to warrant direct referral to the formal stage
- e. If the issue cannot be resolved by the informal method or the complaint is deemed sufficiently serious, the formal stage will begin.

Stage 2: Formal Stage

Formal complaints should always be made in writing to the Managing Consultant, except where the complaint is made directly against the Managing Consultant in which case it should be put in writing to the Chair of the Board of Directors. The letter will state the complaint and why, if appropriate, it was unable to be resolved at the informal stage 1.

Response-time to Complaints

All complaints, whether informal or formal, will be dealt with as quickly as possible. In the case of formal complaints to the Managing Consultant and informal complaints which are received directly by any member of the Board of Directors, the centre commits itself to an initial response within 2 working days in term time, followed by a further, more detailed response, if appropriate.

Appeals are not possible for complaints if -

- a. They fall outside the areas set out above, for example matters not relating to education such as planning issues or cases of noise and disturbance.
- b. There is a more appropriate form of complaint or redress, for example a complaint to an examination board or accreditation body.
- c. The issue is subject to legal proceedings.

The appeal panel will normally consist of up to 3 independent members of the Centre and will not involve the Chair if she/he has already been involved at the formal stage 2.

The Managing Consultant (or delegate alternate) and the appellant both have the right to be accompanied or represented by a "friend". If the friend is a legal representative, the centre should be informed of this before the panel meets.

Unless agreed otherwise by the appellant and ZPT, 5-day notice of the appeal hearing should be given.

Each party will be given the right to make a statement and ask questions. The decision of the appeal panel is binding on all parties, who must be informed of the outcome as soon as possible and certainly in writing within 5 working days of the hearing.

Taking a Complaint Further by Learners

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Only after all centre procedures have been exhausted, can certain types of complaints be taken to Highfield Awarding Body for Compliance (HABC) for courses accredited by them or British Accreditation Council (BAC) for courses accredited by them. This only applies to complaints about the quality of teaching, guidance, assessment, resources, health and safety concerns or about the centre behaving unreasonably or not doing its job properly.

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