

Complaints

Policy and Procedure

09/2018



Education & Skills
Funding Agency



Full name of policy:	Complaints Policy and Procedure
Name and post of person responsible:	Tim Lacey, Academy Manager
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All policies can be found in the Policies Folder and the company Intranet

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1. Introduction

UKG Lifestyle is committed to delivering a quality service at all times. However, we accept that occasionally things can go wrong. This policy and procedure describes how Endorsed Providers, learners and the public may make a complaint to UKG Lifestyle if they are dissatisfied with any aspect of our service.

If you encounter a level of service that you feel does not meet your expectations, we would like to hear from you. Equally, if you are pleased with the services offered, or have a suggestion on how we might improve our service please let us know.

This complaints policy does not cover any appeals against a decision made by UKG Lifestyle pertaining to a judgement made on an endorsed programme submission or any quality assurance judgement made on an Endorsed Provider programme. Instead, any enquiry or appeal should be made by referring to the UKG Lifestyle Appeals Policy and submitted to UKG Lifestyle in writing.

2. UKG Lifestyle Complaints Procedure

2.1 Making a complaint against UKG Lifestyle

If you have a complaint regarding any aspect of the service you have received from UKG Lifestyle, please contact us as soon as possible to enable us to try to resolve the issue quickly. If, having contacted us directly, you are still dissatisfied, please send us a written complaint.

2.2 UKG Lifestyle response to a complaint

When we receive your completed complaint form:

- We will acknowledge your complaint within 7 working days.
- The Academy Manager will begin to investigate the matter and will aim to respond within 5 weeks of receipt. If a definitive outcome cannot be given within this time (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be updated as to the progress being made.
- We will treat your correspondence in strict confidence, with fairness and objectivity.
- We will inform you of our decision when a full investigation has been completed.

If after receiving UKG Lifestyle decision in response to your complaint you are not satisfied, then the matter will be referred to UKG Lifestyle Directors.

2.3 UKG Lifestyle Complaint Time Frame

	Stage of Complaint	UKG Lifestyle Process
5 weeks time period	Stage 1	<ul style="list-style-type: none"> • Acknowledge receipt of the complaint within 7 working days • Review the written complaints form • Request any additional information/evidence (if necessary)
	Stage 2	<ul style="list-style-type: none"> • Complaint reviewed and examined, and if necessary referred to the Professional Development Panel, and a decision reached
	Stage 3	<ul style="list-style-type: none"> • Complaint decision is agreed and communicated to the complainant