

Complaint – a grievance, problem, difficulty or concern

POLICY STATEMENT

Voice Confident recognises the importance of learner complaints and welcomes complaints as a valuable form of feedback about its services. We are committed to using the information we receive to help drive forward improvements.

This procedure outlines the aims of Voice Confident in dealing with complaints and sets out what you as the customer can expect when making a complaint regarding a service. A complaint is a way of letting us know that you are not happy with a particular service. We welcome your feedback. A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service you have received.

So please let us know if:

- you think we have done something wrong
- we have not done something that we said we would do
- you are not satisfied with a particular service or set of services that we provide

ANONYMOUS COMPLAINTS

We understand that it might be difficult for you to complain because you are worried that your complaint could result in a poorer service. Please be assured that we treat all complaints in the strictest confidence, and that it is your right to complain. If you do not provide us with a contact name or address, it will not be possible for us to get back to you with the outcome of the investigation

PROCEDURE

Voice Confident will seek to understand the reasons for the complaint and, if the complaint is justified, will change future procedures to prevent reoccurrence. Voice Confident will be liable for nothing other than the return of part or all of the agreed fee.

In the instance where the complaint is around an assessment / verification decision, then the stages outlined in the Appeals Procedure must be followed.