

ITEC Complaints Policy



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COMPLAINTS POLICY

INTRODUCTION

This document sets out our Complaints Policy and Procedure and is aimed at our Centres at HealingMassage, The Briars, Ashbourne, Co Meath A84 D923 Learners and all interested parties who encounter a direct or indirect service from ITEC.

HealingMassage is confident of providing a high quality service and would be extremely disappointed if this is not the case.

SCOPE

This policy covers complaints Learners, members of the public or Centres may wish to make in relation to the qualifications and associated services offered by ITEC.

It is not to be used to cover enquiries about services offered by ITEC or appeals in relation to decisions made by ITEC. Should a complaint be submitted which is in fact an enquiry or an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our Appeals Policy.

If you are unhappy about the way an examination or assessment was delivered and conducted and you suspect malpractice may have occurred, you should send your concern to us in accordance with the arrangements in our Malpractice and Maladministration Policy.

CENTRE'S RESPONSIBILITY

HealingMassage ensure that all staff involved in the management, assessment and quality assurance of our qualifications, and our Learners, are aware of the contents of the policy and that our Centre has a Complaints Handling Procedure and Appeals Process in place to deal with complaints from Learners about the services they receive from Centre.



HOW SHOULD I COMPLAIN?

All of our staff have been trained to help our customers and they all like to help, so we will first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you.

If they cannot help or you wish to speak to someone else, you can ask to speak to the Manager in charge, Eva Kaufmann

If this is not possible, or if you are not satisfied with the help provided by the Manager, please send a written complaint, normally within 20 working days of the event you are complaining about, and address it to us at the contact details outlined at the end of the policy.

Learners and/or members of the public who wish to complain about a level of service provided by HealingMassage which they have taken an ITEC qualification should try to solve the complaints in the centre at the first place before bringing the complaint to ITEC. However, Learners can make the complaint directly to ITEC in exceptional circumstances where they feel there was a significant breach by the Centre of our various procedures.

IF I COMPLAIN WHAT DETAILS DO I HAVE TO GIVE?

When you contact us, please give us your full name, contact details including a daytime telephone number along with:

- A report that should contain the following if possible and relevant:
 - Copies of correspondence between the Learner and the Centre regarding the complaint
 - A statement of the circumstances and facts surrounding the complaint
 - Written statements from all Learners concerned
 - Details of the Centre's procedure for informing Learners' of ITEC's policies
 - Any work of Learners and other assessment material relevant to the investigation
 - Any other supporting documents relevant to the complaint
- ITEC will, if it feels necessary, contact the Centre directly for their comments on the complaint ensuring confidentiality regarding the Learners concerned. The Centre has 10 working days to respond
- Each complaint will be considered on an individual basis by the ITEC Quality Assurance Team based on all of the information provided by the Centre
- ITEC will contact the Centre/Learner in writing within 20 working days of receipt of the complaint outlining any further action ITEC may take
- ITEC will write to the Centre outlining any actions or sanctions in accordance with the ITEC Policies



COMPLAINTS BROUGHT TO OUR ATTENTION BY THE REGULATORS

Where the Regulators notify us about failures that have been discovered in the assessment process or other activities of another awarding organisation, these will be reviewed in the same manner as other external complaints in accordance with the procedures below to ascertain if the same issue could affect ITEC qualifications.

CONFIDENTIALITY AND WHISTLE BLOWING

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us, and if you are concerned about possible adverse consequences, please inform ITEC that you do not wish for us to divulge your identity. If it helps to reassure you on this point, ITEC can confirm that we are not obliged (as recommended by the Regulators) to disclose information, if to do so would be a breach of confidentiality and/or any other legal duty.

While we are prepared to investigate issues which are reported to us anonymously, we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those the complaint/allegation relates. At all times we will investigate such complaints from whistle blowers in accordance with relevant whistle blowing legislation.

WHAT WILL HAPPEN TO MY COMPLAINT?

We will acknowledge receipt of your complaint within 2 working days, letting you know who is investigating your complaint.

We aim to investigate the complaint within 10 working days. If your complaint is more complex, or involves people who are not available at the time, we may extend this by 10 working days. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting.) At the end of the investigation we shall write/email to inform you of our decision.

WHAT HAPPENS IF MY COMPLAINT IS UPHELD?

If any part of your complaint is upheld we will respond to the Complainant accordingly and give due consideration to how we can improve our service and arrangements. For example, by reviewing our procedures to assess the impact on our arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

In situations where a complaint has been successful and indicates a failure in our assessment processes, we will as appropriate, take actions such as:

- Identify any other Learner who has been affected by that failure
- Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- Ensure that the failure does not recur in the future



WHAT IF I AM NOT HAPPY WITH THE REPLY?

If you disagree with the decision the first point of call is ITEC Customer Service.

If you are still unhappy with the decision taken by ITEC in reviewing the complaint you can, where relevant, take the matter through our Appeal arrangements which are outlined in our Appeals Policy.

If after you have exhausted our Appeals arrangements and you are still unsatisfied with the outcomes, you can complain/appeal directly to the relevant Regulatory Authority for the qualification.

CONTACT US

If you have any queries about the contents of the policy, please contact ITEC Customer Service on +44 (0) 208 994 4141 or email them at customerservices@itecworld.co.uk



COMPLAINTS FORM

Centre & Learner Details:			
Centre Name:		Contact Details:	
Centre Number:		Daytime Telephone Number:	
Learner Name:		Date Complaint Submitted to Centre:	
ITEC Student Number (if applicable)			
<p>Please submit evidence of the following:</p> <ol style="list-style-type: none"> 1. The results of the outcome of the complaint to your Centre (it would not be appropriate for ITEC to enter into correspondence until you have fully exhausted the Centre complaints policy) - mandatory 2. Evidence to support your complaint - mandatory 3. A statement outlining why you are unhappy with the outcome of the Complaint to your Centre and all relevant evidence to support the escalation of your Complaint to ITEC – mandatory 			



<p>For example:</p> <ul style="list-style-type: none"> • Relevant assessment outcomes • Statements from Lecturer's where appropriate • Statements from colleagues where appropriate • Statements from clients where appropriate <p>Please attach this form to the front of your documents when submitting by mail or complete electronically and attach it to the email with all supporting evidence</p> <p>NB ITEC is unable to process the complaint without the evidence listed above</p>	
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Please complete below

Complaint Submitted By Name:	
Complaint Submitted By Signature:	
Date:	

