



**Accelerate
People**

Complaints Policy

Welcome to Accelerate

Classification: Public

Version History		
Version	Date Amended	Changes Made
1	July 2021	Document created
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1. Introduction

Accelerate People is committed to providing an efficient and high standard of service to all external stakeholders and learners. We are continually working to achieve this level of service by operating in line with our policies and procedures.

2. Policy

Accelerate People take every care to ensure we are delivering a high standard of service but are aware that there may be occasions that we do not meet both yours and our expectations, in this instance please raise your concerns with us immediately so we can address them, respond positively, and rectify any mistakes made.

We are committed to promoting fairness and equality of treatment to all. We welcome positive or negative feedback from all stakeholders.

Accelerate People is dedicated to ensuring that all learners receive a high-quality End-point assessment (EPA) experience and welcomes comments and suggestions. However, if you are dissatisfied with any aspect of Accelerate People's service, you may decide to make a complaint.

All complaints will be reviewed as follows:

- We will seek to resolve the complaint at the earliest possible opportunity.
- We will investigate fairly and thoroughly.
- Each party to a complaint will be given an opportunity to present their case if required.
- All complaints will be treated with the utmost confidentiality.
- No learner, employer, FE College, or training provider will be disadvantaged as a result of making a complaint.

3. Procedure

Raising Concerns and Making complaints

A complaint can be raised by an individual, a group or a third party who is acting on behalf of someone else. If a third party is submitting a complaint on behalf of someone else, they will need written permission from the complainant along with the written complaint attached, this should then be presented to Accelerate People for acceptance.

Informal Stage 1

We understand that most individuals who are not satisfied with a service would like it addressed and dealt with as soon as possible, therefore an informal process would be far more appropriate.

An informal process will be more efficient in resolving complaints quickly by mediating between who is responsible for the dissatisfaction and the complainant. The complaint may be resolved immediately following this process, so we encourage our external stakeholders and learners to contact us directly for an informal discussion if they have a complaint that needs to be resolved to achieve the desirable outcome.

Once Accelerate People have received a complaint an acknowledgement will be sent within 5 working days. The complaint will be reviewed in line with our policies and procedures and where necessary an investigation will be conducted. To ensure a fair and thorough process is followed the duration of the investigation will depend on the nature and severity of the complaint we receive at this stage, or the complexity of the response required. We do aim to provide this as soon as the outcome is available or within a maximum of 20 working days.

In most cases, it is possible for issues to be addressed at an early stage by discussing them with a member of staff.

- If you are a learner and you have a complaint about any part of your learning programme, you should first of all discuss your complaint with your Training Provider or FE College. If the complaint is about the EPA, then this should be directed to Accelerate People.
- If the complaint is about an Independent Assessor, then you should contact compliance@accelerate-people.co.uk. The complaint will be kept confidential, if requested, provided it is practicable to do so.
- Your complaint and the date on which it was made will be recorded.
- Issues must be raised within 20 working days of taking place.
- Any delay to this timing will be communicated to you by the staff member you have consulted.
- Accelerate People will keep a record of action taken in response.

If a complaint cannot be resolved informally then the formal complaints procedure should be followed. We may require further information from the complainant to ensure we fully understand what the complaint entails, we will investigate accordingly to achieve the best outcome.

Formal Stage 2

If your concerns are not addressed after the informal stage, or if resolution is not possible due to the complexity or seriousness of the case, you can lodge a formal complaint as follows:

- The Complaints Form [here](#) must be completed and submitted to the compliance team together with evidence that you have previously raised the issue informally.
- A member of the compliance team will check the eligibility of the complaint to ensure that the complaints procedure is applicable.
- You will be provided with written acknowledgement of receipt of your complaint within 5 working days of submitting your form.
- The complaint will be delegated to an appropriate member of staff for investigation in line with Accelerate People's Investigations Policy & Procedure.
- You may be invited to a meeting to discuss the complaint where an administrator will be present to take notes.

- A response will be communicated to you within 20 working days.
- Any delay to this timing will be communicated to you.
- You will be notified of the outcome by the staff member investigating your complaint in a Completion of Investigation Letter detailing the decision and an explanation for it.

Note: If you are not satisfied with the outcome following the complaint process then you may further escalate your complaint by writing to the Senior Officers of Accelerate People.

Review Stage 3

- If you are unsatisfied with the outcome of the investigation into your complaint, you have the right to ask for a review of your case within 10 working days of receiving your complaints form, review stage 3 [here](#).
- No new grounds may be raised, but new evidence can be submitted.
- You may be invited to a meeting to discuss the complaint where an administrator will be present to take notes.
- The Senior Officer of Accelerate People will review the case within 20 working days.
- Any delay to this timing will be communicated to you.
- You will receive confirmation of the outcome in writing.

Note: If you are not satisfied with the outcome, you have the opportunity to escalate to the relevant regulatory authority Ofqual.

Please follow the link to Ofqual's complaints process:

<https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure#make-a-complaint>

4. Monitoring and Review

This policy will be reviewed on an annual basis and, where appropriate, updated in response to input from consumers, results from internal and external monitoring arrangements, amendments in internal procedures, IfATE, Department for Education (DfE), and Ofqual actions or where developments in legislation occur.



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