

## Complaints Policy

### Purpose statement

This policy sets out the process for making a complaint about the service provided by HTFT Partnership.

At HTFT Partnership, we aim to ensure that your experience with us is always of the highest quality and that we put you and your development, first. We do however accept that on occasion we may not meet this standard and that you may wish to provide feedback or even make a complaint about the service you have received.

A complaint is when you feel that the service we have provided is not to your satisfaction, or does not meet the standards or criteria that we set out at the start.

All feedback is valued and used as a tool for us to improve the service that we provide. We are happy to receive feedback in any form you wish to submit it and consequently it can be given anonymously. However, to help us track and deal with feedback we do ask that where possible you follow the procedures laid out within this policy.

### Complaints process

HTFT Partnership are dedicated to providing excellence in service to clients; employers, students and apprentices.

We recognise that superior complaints management – including ease of access for complainants, senior business engagement and timely resolution – will help us with service improvements and changes that positively impact upon our employers and apprentices.

This policy also applies for complaints about GDPR data breaches.

To ensure that complaints are understood in full and investigations are undertaken on the root cause of client issues, all complaints are required in writing to: [complaints@htftpartnership.co.uk](mailto:complaints@htftpartnership.co.uk)

The email should include the following information:

- Student name and contact details
- Qualification
- Please state the below grounds you are making this appeal

Complaints will be reviewed within three working hours (note that HTFT closes between Christmas Day and News Year day) and logged into our tracking system, they will be assigned to a Director.

## Timescales

HTFT Partnership commits to the following timelines

You will get a call back within one working day from when your complaint being sent in. This is an opportunity for us to discuss your experience, gather additional information and set timelines for looking into and resolving the problem.

By working day 5 from complaint submission, we will contact you to update you on our findings and action.

## Commitments

We will always attempt to contact you by telephone, where a phone number is available. For complex complaints we may need longer than 5 days in order to provide a robust and effective resolution, if we think we will exceed 5 days to resolve your complaint we will try to let you know in advance.

When looking into a complaint, we will investigate the specific occurrence or circumstance as well as considering the likelihood of the occurrence or circumstance occurring again.

We will comply with a number of other HTFT Partnership policies when considering what action to take in the management of complaints – these include:

- Student code of conduct
- Safeguarding policy
- Equality & Diversity

Once an investigation has been completed, we will contact you to report back on our findings and, where appropriate, the actions we have taken.

## Appealing the outcome of a complaint

In the unlikely event that you are unhappy with the way in which we have managed your complaint, you can appeal the outcome. You appeal the outcome with HTFT Partnership by emailing a senior leader the details of your case:

**Victoria Taylor, Managing Director**

[victoria.taylor@htftpartnership.co.uk](mailto:victoria.taylor@htftpartnership.co.uk)

If the complaint process has been exhausted and you are still dissatisfied, you can appeal to the following professional bodies:

*Please note, you will not be successful unless you have fully engaged with the HTFT Partnership complaint process and discussed your dissatisfaction about the management of your complaint with HTFT Partnership so that HTFT Partnership can attempt to resolve the issue.*

### **Association of Accounting Technicians**

Website: <https://www.aat.org.uk/about-aat/aat-customer-charter/complaints-about-aat-approved-training-providers>

### **Association of Chartered Certified Accountants**

Website: <https://www.accaglobal.com/an/en/footertoolbar/contact-us/connect/unhappy.html>

*If you have exhausted both your learning provider complaint's process and ACCA's, you can escalate to the appropriate regulator. Details of which can be found on the ACCA website at the following link:*

<https://www.accaglobal.com/gb/en/footertoolbar/contact-us/connect/unhappy.html>

### **Chartered Institute of Management Accountants**

Website: <https://www.cimaglobal.com/Professionalism/Conduct/How-to-make-a-complaint-of-misconduct/>

### **Education and Skills Funding Agency**

You should email complaints to [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk), or put them in a letter to:

Customer Service Team,

Education and Skills Funding Agency

Cheylesmore House

Quinton Road

### **Confidentiality and Safeguarding**

All complaints will be treated with due sensitivity and confidentiality. Our aim is to ensure learners and employers feel confident to make a complaint where they have any perceived grievance.

Due consideration will be given to any aspects of confidentiality and sensitivity associated with any complaint in determining how any investigation will be conducted, with the wellbeing and safeguarding of learners at the forefront. Where the complaint relates to a safeguarding issue, our Safeguarding Officer will be consulted to advise on the most appropriate way to proceed. Where appropriate / necessary, the complainant's anonymity will be reasonably protected.

Any personal and/or sensitive data which may be requested/obtained in the course of any investigation will be securely stored and processed in strict accordance with the provisions of the General Data Protection Regulation 2016/67. Any data held or processed will only be used for the purpose of dealing with complaints and for monitoring and will be deleted/destroyed once the complaint is resolved. Only staff directly involved with the complaint / investigation / resolution will be given access to such data.

**Last review date** 12<sup>th</sup> November 2021

**Frequency of review** Every 12 months

**Next review date** 11<sup>th</sup> November 2022

**Approved by** Clare Finch, Managing Director

**Signature**

