



ALTIOR

March 2019 version

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# **WRITTEN COMPLAINTS HANDLING PROCEDURE**

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## **POLICY ON COMPLAINTS HANDLING**

### **Introduction**

Kaplan Altior is committed to providing a high level service to clients. If a candidate is not happy with something, we want to know about it. This will help us improve our standards and prevent any issues recurring. We are committed to resolving complaints promptly, fairly and effectively.

### **Informal Complaints**

In most instances, the issue should be capable of being resolved simply by discussing it with the person involved, or raising the matter with the trainer/assessor, Programme Leader or another member of Kaplan Altior staff.

### **Formal Complaints**

1. If the matter is not successfully resolved informally, or the issue is of a serious nature, complainants should put their complaint in writing as soon as reasonably possible. It is much more likely that the matter will be resolved satisfactorily if raised at an early stage.
2. Written complaints should be addressed to The Centre Head, Kaplan Altior, 2<sup>nd</sup> Floor, Elgin House, 106 – 107 St Mary Street, Cardiff, CF10 1DX
3. We will normally send the candidate a letter acknowledging receipt of a complaint within 5 working days of receipt and explaining how it will be handled. We will also record it in our central register. We will also let the candidate know the name of the person who will be dealing with the complaint. We may ask the candidate to confirm or explain the details set out in their letter, or otherwise ask for more information.
4. Once we are satisfied that we have sufficient information, we will begin investigating the complaint. We will notify the candidate of the steps we intend to take as part of the investigation, and give an indication of the date by which we anticipate being able to provide a substantive response and any initial response.
5. Once our investigation is complete, we will write explaining the results of our investigation, and indicating what action (if any) we propose to take.
6. At any time during the process and/or if the candidate is not satisfied with the outcome of our investigation the candidate can contact the relevant regulatory body and ask them to investigate the matter. Kaplan Altior will co-operate fully with the regulators investigation and (subject to any right of appeal it may have) abide by its decision.
7. On an annual basis, we will review details of any complaints that have been logged in our Complaints Register. The results of these complaints will be fed into our quality assurance activities to ensure that the issues in question do not recur.
8. Details of all complaints will be made available to the relevant regulatory body on request but will otherwise be included in any annual reports.