

Optimal Risk Training

Complaints Policy

Created by:	Compliance Lead
Document owner:	Managing Director
Approved by:	Center Manager
Confidentiality level:	Uncontrolled – may be disclosed externally, in full

Change history

Date	Version	Created by	Description of change
Jan 25	4.0	Compliance Lead	Rewrite and Renewal of ORT QMS

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1. Scope

This policy applies to complaints concerning Optimal Risk Training and in particular, complaints raised by learners receiving training provided by Optimal Risk Training.

1.1. Qualifying Complaint

Any issue raised by an enrolled learner concerning the conduct of a representative of Optimal Risk Training or the provision of any materials designed and developed by Optimal Risk Training.

Examples include matters relating to:

- Administrative services provided by Optimal Risk Training
- Assessment or Teaching provided by Optimal Risk Training
- Course related documentation created and issued by Optimal Risk Training

1.2. Non Qualifying Complaint

Any issue raised by any person concerning the conduct of others (not a representative of Optimal Risk Training), or relating to materials not controlled by Optimal Risk Training. Examples include matters relating to:

- Accommodation issues, when accommodation or feeding is provided externally
- Natural disaster or regional event that is outside of our control
- Course related documentation issued by external organisations

1.3. Non-Arbitration

Please note that whilst our staff and assessors will be happy to assist learners in raising complaints with other parties, we will not arbitrate in disputes between learners and other organisations.

2. Making an informal complaint

We hope no learner will ever have reason complain about us, and in the event any issues do arise, they can be dealt with quickly and to the satisfaction of all concerned.

Often the most efficient and effective way to raise and resolve a complaint is to deal with the issue in person, verbally and informally. This usually allows for the issue to be resolved immediately, without the need to record the complaint formally.

Should learners feel it not appropriate to raise the issue immediately and verbally or they may not feel comfortable in doing so in person, then a formal complaint may be raised.

3. Making a formal complaint

All complaints must be submitted electronically in writing to the centre manager. This does not mean that a complaint cannot be discussed before being submitted, but we do require a written record before a complaint can be progressed. Email to: training@optimalrisk.com.

3.1. What to expect – an overview of our complaint handling procedure

Every complaint will be taken seriously, be recorded without our complaints management system and be considering when planning improvements and amendments to our working practices.

We will appoint an independent senior representative to investigate each complaint.

3.1.1. *Timing and contact*

We will acknowledge receipt by return email within 5 working days. The email will be sent by return email to the originating address.

If an acknowledgment is not received within this time, complainants should check email junk folders and or contact the Center manager. Telephone +44 0207 118 8870.

We will aim to resolve the complaint within 10 working days. If the process is expected to take longer, we will advise as such, providing the reasons, and the likely amended timescale(s). In extreme cases, an update at least every Calander month thereafter will be provided.

3.1.2. *Complaint investigations*

Complaint investigations will be proportionate and may or may not involve:

- contacting the complainant for further clarifying information
- reference to records held by Optimal Risk
- reference to publicly available records
- interviewing staff and or other learners
- consultation with awarding organisations
- adjustments to our working practices

We will keep a record of what information has been gathered for consideration.

The investigator will consider all of the information available to them and reach an objective conclusion. The complaint will be determined as out of scope, upheld, not upheld or partially upheld.

The investigator will deliver their conclusion(s) to the Center manager and or Managing Director for approval.

On completion, a written outcome will be provided which will include options should the complainant not be satisfied with our response(s).

3.2. *What if a complainant is not satisfied with our response(s)*

If a complainant is not satisfied with our response(s), they have various options depending on the nature of the course on which they are enrolled. Detailed specific information will be provided at the time.

All issues, complainants will be provided with the contact details of the Managing Director of Optimal Risk Group, so the complaint may be escalated to the person with overall responsibility for the company.

Regulated and / or Endorsed courses, complainants will be provided with the contact details of the Awarding Organisation, so the complaint may be escalated to the Awarding Organisation.

Regulated courses, complainants that remain unsatisfied (after contacting the Awarding Organisation), will be provided with the contact details of the Ofqual, so the complaint may be escalated to Ofqual.