Circle of Life Rediscovery

Complaints Policy & Procedure

Complaints Policy

1. Overview

1.1 Circle of Life Rediscovery is committed to providing an open and accountable quality service for all. One way we continue to improve is by listening and responding to all complaints, by rectifying errors and taking whatever steps possible to prevent further occurrences.

1.2 Circle of Life Rediscovery aim to ensure that:

a) Making a complaint is as easy as possible.
b) We deal with complaints promptly, politely, fairly, factually and confidentially.
c) We deal with complaints as an expression of dissatisfaction with our service that requires prompt action or response.
d) We respond in the correct and proper way, with explanation, apology or information as appropriate.
e) We review and learn from complaints thereby improving our service.

1.3 We recognise that many concerns need to be raised informally and dealt with quickly. However, if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy should be followed.

1.4 Complaints regarding teaching, assessment, recording and quality assurance are initially handled by Circle of Life Rediscovery who are an ITC First approved Centre offering ITC qualifications.

1.5 After exhausting Circle of Life Rediscovery procedures, if you are dissatisfied with a decision made or procedures followed Circle of Life Rediscovery you can then complain to ITC First, our Awarding Organisation/Body.

2. A complaint or an appeal?

2.1 An appeal occurs when a judgement decision has been made. E.g. Learners may appeal assessment decisions.

2.2 Any individual or organisation that is affected by an assessment decision made by Circle of Life Rediscovery or ITC First is eligible to take advantage of the appeals process.

2.3 The ITC First Appeals Policy can be found on the policies/procedures page of the ITC website. The Circle of Life Rediscovery Appeals Policy may be found on the Circle of Life Rediscovery website or can be applied for directly.

3. Formal complaints to Circle of Life Rediscovery

3.1 This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently.

3.2 A formal complaint should be instigated if informal methods do not resolve the concern.

3.3 Circle of Life Rediscovery will:

a) Respond to the formal complaint in writing within 5 working days, stating the time period for a considered response [15 working days].
b) Deal reasonably and sensitively to the complaint.
c) Take action where appropriate.

3.4 The complainant should:

a) Complain in writing
b) Use the word ‘complaint’ to avoid any misinterpretation of any comment, or other statements or correspondence received.
c) Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.
d) Complain to Circle of Life Rediscovery within 8 weeks of the occurrence.

3.5 Circle of Life Rediscovery will investigate the subject matter of the complaint and reply in writing within 15 working days.

3.6 If the complainant is not satisfied with the response, then they can write directly to Circle of Life Rediscovery for review and if still not satisfied can complain to ITC Chief Executive Officer who will follow ITC published procedures for handling complaints.

3.7 If not satisfied with ITC First published procedures, then a complaint can be escalated to the external regulators, Ofqual or SQA Accreditation (if enrolled on an SQA Accredited qualification) after exhausting ITC First complaints procedure.

3.8 Circle of Life Rediscovery will log any complaints received including the response and actions taken. These will be reviewed at the time of the complaints and annually for trends and preventative actions required – Refer Appendix 1.

APPENDIX 1: Template Complaints Register/Log

Date Received	Complainant	Received by	Summary of Complaint	Actions/Response