HR DOCUMENTS

Ardent Safety

**Complaints Procedure**

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1. Aim
   1. This Complaints Policy is in place to ensure that learners, employers and other customers and stakeholders are aware of how to make a complaint about any aspect relating to Ardent’s day to day operation or service.
2. Policy Context
   1. Ardent Safety is committed to providing an excellent service for all learners, employers and stakeholders. Ardent’s continued strive for excellence can only be achieved through listening and acting upon the views of learners, employers and stakeholders.
   2. If a formal or informal complaint is made which relates to Ardent’s Day to day operation or service provided then this will be thoroughly investigated. Every attempt will be made to ensure that both the complainant and Ardent observe the confidential nature of issues unless there are exceptional circumstances.
   3. If in the event that a complaint is in relation to an Assessment decision or examination result, Ardent’s or relevant Accrediting bodies Appeals Policy will be used as the form of redress.
   4. The following escalation process will be undertaken to address any complaint that is raised in relation to Ardent’s operation or service provided:

* Individuals are to discuss the problem directly with the member of staff concerned. Individuals who are unsure as to whom to contact in the first instance should contact the main office on 01229 808320 who will direct them to the relevant person to deal with the issue. Alternatively, send an e-mail to the central mailbox info@ardentsafety.co.uk where this will be directed to the relevant person.
* If the issue cannot be resolved through the above means, please raise to the Managing Director Clare Heap by telephone on 01229 808320 or e-mail through [clareheap@ardentsafety.co.uk](mailto:rebecca.luckman@viaem.co.uk)
* Written complaints can be sent to Clare Heap, Managing Director, Ardent Safety Ltd., Suite 3, Trinity Enterprise Centre, Ironworks Road, Barrow In Furness, Cumbria, LA14 2PM. Any letter submitted should clearly set out the circumstances of the complaint (See Formal Complaints steps below).

1. Policy Context
   1. It is recognised that most concerns will be raised informally; these can and should be dealt with immediately by the relevant person. The aim is to resolve informal concerns quickly and enable mediation between the complainant and the individual to whom the matter has been referred. All complaints received by Via staff are taken seriously.
   2. If concerns are not satisfactorily resolved in this way complainants may follow the Via Training Centre’s Formal Procedure for handling complaints – as specified below.

1. Formal Complaints
   1. Formal complaints should be submitted in writing via email to Clare Heap, [clareheap@ardentsafety.co.uk](mailto:clareheap@ardentsafety.co.uk) or via post addressed to Clare Heap, Managing Director, Ardent Safety, Suite 3, Trinity Enterprise Centre, Ironworks Road, Barrow In Furness, Cumbria, LA14 2PN.
   2. The complaint will be acknowledged within 3-working days from the date the complaint is received. Any written communication should clearly detail the circumstances regarding the complaint such as; relevant dates, individuals involved, etc.
   3. The Managing Director may direct the complaint to the most appropriate section Manager and an investigation will ensue. A meeting will be arranged to discuss the outcomes of the investigation if deemed appropriate and this will be followed by a written response to the complainant on completion of the investigation. All complaints will be investigated fairly with the intention of satisfactorily resolving the matter.
   4. A response will be provided within 15-working days from receipt of the complaint outlining the outcome of the investigation and any further steps to be taken if necessary.
2. Appeals
   1. If the complainant is still dissatisfied with the response received, they have the right to appeal and therefore should write to Clare Heap Managing Director, clearly stating the reasons for appeal. The appeal will be referred to the Appeals Panel. To ensure impartiality, the appeals panel will consist of two members Ardent’s Team who were not involved in the original complaint. The panel will take into consideration all previous information collated from
   2. The appeals panel will respond to the complainant within 20-working days from receipt of the appeal. If for any reason the Appeals Panel require longer than the 20- working day timescale, they will communicate in writing informing the complainant of the revised timescale for the response. The final decision from the Appeals Panel will be communicated in writing to the complainant.
3. Complaints to Awarding Body
   1. All Learners have the right to complain to the relevant awarding body, if they have exhausted Ardent’s complaints procedures.
   2. Learners can request details of the various awarding body complaints procedure by contacting the office on 01229 808320 or by contacting the Awarding body directly.