



Peak Accountancy Training Complaints Policy

Maintaining this document is the responsibility of Clive Pauling

This document will next be reviewed on: 31/01/2020

Copies of this document can be found:

Peak Accountancy Training website: www.peakaccountancytraining.co.uk

Contents

[Policy Overview](#)

[Scope of complaints](#)

[Complaint procedure](#)

[Confidentiality](#)

Policy Overview

Peak Accountancy Training is committed to providing services and training to the highest standards of quality and in accordance with its Equality and Diversity policy in providing services and training that allow all students and learners to reach their potential.

Peak are responsive to concerns or complaints from any of our students, employers and customers; whether they are of a teaching or service-related nature. Both negative and positive feedback is recognised as a valuable resource to enable Peak to improve the quality of our services and Apprenticeship provision.

So that Peak can learn and improve based on feedback given; accurate and complete records of all complaints received, resulting correspondence, interviews and actions taken will be maintained. A report on complaints received and their outcomes will be submitted to the Partners. Complaints relating to issues with a direct impact on Apprenticeships will be passed to Caroline Pauling for consideration to help to improve customer service throughout the business. Effectiveness of the complaint's procedure will be evaluated on an annual basis by The Partners.

The purpose of this complaint's procedure is to enable anyone interacting with Peak to raise matters of concern about our services or provision for our attention, so that they can be investigated and resolved in the clearest and fairest way possible. In most cases this will be achieved without having to conduct the formal complaints procedure; which should be a last resort in reaching a solution.

Scope of complaints

The complaints procedure covers any expression of dissatisfaction or concern about:

- Services of Peak that affect our customers (applicants, apprentices, students, employers, other stakeholders)
- Actions or lack of actions by Peak or its staff
- Standards of service, courses or facilities provided

The complaints procedure does not cover the following:

- Matters covered by separate policies or procedures.
- Judgement about individual apprentice performance or awarding organisation assessment decisions

This procedure is for use by any existing or prospective apprentice, student, employer or customer who seeks or receives a service from us. It also extends to anyone who may be directly affected by our services or activities.

Complaints procedure

We recognise that many concerns may be raised informally and can be dealt with quickly and simply. We aim to resolve early and promptly, preferably keeping it as close to the source of the problem as possible and dealing with it by informal means. By encouraging complainants to come forward with concerns at an early stage, matters can be discussed, and any misunderstandings resolved by telephone conversation, face to face meeting, email or letter to the appropriate person.

Stage 1 – Informal

In the first instance please talk to your tutor or person concerned and discuss the matter. An informal approach is appropriate in some cases and difficulties can be resolved easily just by talking the matter through.

If the problem is not resolved satisfactorily at this stage, complainants should use the formal complaints procedure described below.

Stage 2 – Formal

Peak recognise that informal mechanisms may not resolve all problems and that some problems may be too serious or sensitive to be dealt with by raising the issue directly with the member of staff involved. In these circumstances, the formal complaints procedure should be used.

- A formal complaint should be submitted to the Partners in writing to feedback@peakaccountancytraining.co.uk
- The statement of complaint should be as thorough and complete as possible and include any supporting documentation
- A partner will log and acknowledge receipt of the complaint within 48 hours
- The partners will fully investigate the complaint within 10 working days of this being received
- The complaints log will be updated with the agreed outcome
- The Partner will update the complainant of the outcome of their complaint
- If the complaint is related to apprenticeships or AAT learning rather than services and the complainant is not satisfied with the response received as a result of Stage 2, the complaint may be taken to Stage 3 of the procedure.

Stage 3 – Appeal

If the complaint relates to apprenticeships provided by Peak, then the complainant should use the link below to access the ESFA complaints process

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

If the complaint relates to AAT training provided by Peak, then the complainant should use the link below to access the AAT complaints process

<https://www.aat.org.uk/about-aat/aat-customer-charter/complaints-about-aat-service>

Confidentiality

All complaints will be treated seriously, handled sensitively and with due consideration to all parties involved. In line with our equal opportunities policy, all complainants will be treated fairly and not suffer any recrimination or disadvantage as a result of making a complaint. Any person named in a complaint will be informed and have a right of reply as part of the investigative process.

Complaints must be made by complainants themselves, however, we recognise that some apprentices and vulnerable adults may have difficulties with this and so encourage them to use whatever assistance is required from a third party to make their complaint effectively. The Partners can provide general support and advice on procedures; however, it is the complainant's responsibility to seek guidance and support when necessary.