



Training Academy

COMPLAINTS POLICY AND PROCEDURE

Introduction

Kids Planet Training Academy is committed to delivering a quality service at all times. However, we accept that occasionally learners and other associated customers may have cause to make a complaint. This policy and procedure describes how to make a complaint to Kids Planet Training Academy if you are dissatisfied with any aspect of our service.

If you encounter a level of service that you feel does not meet your expectations, we would like to hear from you. Kids Planet Training Academy encourages all feedback, including complaints, and have developed a Complaints policy, as well as associated procedure.

This complaints policy does not cover any appeals against a decision made by Kids Planet Training Academy in relation to an assessment or quality assurance judgment, instead, any enquiry or appeal should be submitted via the processes as set out in the Kids Planet Training Academy Appeals procedure.

Aims

Kids Planet Training Academy aims to resolve complaints quickly, fairly and effectively. We will:

Aim to put things right quickly for our learners and customers when they go wrong

Keep our customers informed of the progress of their complaint and the results of any investigation

Closely monitor responses to complaints and use to improve future performance

Give advice on the right to appeal if you remain dissatisfied after your complaint has been through all stages of the Complaints Procedure

Procedure

If you are unhappy with the service provided by Kids Planet Training Academy- whether it is the learning experience, assessment, the support you are receiving or about staff or the organisation itself - we promise to take your complaint seriously and treat it as confidential. We also aim to resolve your complaint as speedily as possible.

If you have a complaint about any decision that we have made that affects you, for example, if you feel that you have received the wrong grade for an assessment, or



you disagree with an examination result, you should use the Kids Planet Appeals Procedure, which we can advise you on. For all other issues and grievances, use this Complaints Procedure.

We are always pleased to receive compliments and complaints because they help us improve the service we provide, both for you and other learners. We are also interested in your ideas for improving our services. We use the information you give only to improve things. Passing on personal information about you is protected by the Data Protection Act.

If you wish to make a complaint, where possible it may be useful to complain straight away to the people involved, as they may be able to put things right immediately.

All complaints should wherever possible, be brought to the attention of the Trainer / Assessor or the Academy Manager for prompt attention and action indicating what immediate action may have been taken to resolve the issue.

If the issue cannot be resolved informally, complaints should be made in writing to the Kids Planet Training Academy Manager

You should make your complaint within 3 months of the event or problem occurring. At any stage, you can register a formal complaint by telephone, letter, or email. Give as much information as you can, including times, dates, places and names.

Contact Training Manager at Kids Planet Training Head Office on:

Tel: 01925 753 448

headoffice@kidsplanetdaynurseries.co.uk

231 Higher Lane, Lymm Cheshire, WA13 0RZ

You will get a first verbal response within 2 working days of receipt of your complaint. Following this there will be a period of investigation into your complaint, and we will give a further response with the outcome of this investigation within 10 working days.

If more time is required to clarify issues and fully understand concerns, further communications from the Academy will be made in order to agree timescales with you. This may be done by telephone, email or post.

If you require a meeting to discuss a specific issue in private, please speak to the Training Academy Manager to arrange a mutually convenient time.



If you are not fully satisfied with the response to your concern / complaint received from the academy team, please contact:

Clare Roberts, Kids Planet Day Nurseries Chief Executive Officer on 01925 807917

If you remain unhappy, the contact details for Skills First (the Awarding Organisation for our childcare qualifications) are listed below along with contact details for the ESFA and for Ofsted. You can contact any of these at any point during the complaints procedure.

<p>Kids Planet Day Nurseries 231 Higher Lane Lymm WA13 0RZ Tel: 01925 807 917 headoffice@kidsplanetdaynurseries.co.uk</p>	<p>Awarding Body Head Office Skills First Suite 416 Fort Dunlop Fort Parkway Birmingham B24 9FD Tel: 0121 270 5100 customerservices@skillsfirst.co.uk</p>
<p>OFSTED (Office for Standards in Education) Royal Exchange Buildings Piccadilly Gate Store Street Manchester M1 2WD Tel: 0300 123 1231</p>	<p>Education and Skills Funding Agency Customer Service Team, Education and Skills Funding Agency Cheylesmore House Quinton Road Coventry CV1 2WT Email: complaints.esfa@education.gov.uk</p>