

# COMPLAINTS POLICY

## Mission

‘Through our Apprenticeships and Study Programmes we will increase skills through the attainment of vocational and fundamental English and maths qualifications whilst improving learners’ employability skills and life chances. We aim to increase employment levels, decrease NEET and meet the skills demands of the learners, Local Authorities, employers and LEP’s that we serve.

## Values

Maximising learner/customer success and achievement through innovative delivery to improve individual’s life chances and/or employment opportunities, in a safe, secure and nurturing environment underpinned by our specific values of:

***Respect, Honesty, Trust, Openness, Equality of Opportunity for all.***

## Vision

Through a socially inclusive approach, we will provide high-quality learning and training support, to equip individuals with the skills for future employment, further development and or Further Education.

*Nova Training is committed to delivering excellence, providing the best possible experience and effective IAG for all of our learners and staff alike; with a strong emphasis on Equality and Diversity and a commitment to Safeguarding all of our learners/customers to ensure they feel safe, and are safe. We aim to be a high-performing organisation with a passion for learning and a dedication to become the training provider of choice.*

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## INTRODUCTION

Nova Training is committed to continuous improvement and providing a high standard of service to learners, staff and all its partners. You have an important part to play by telling us when we do things well or not so well and by suggesting ways to improve the service we offer. We welcome all feedback that helps us to maintain a high level of service. We want to learn from your experiences of using our service.

This policy applies equally to our learners and their parents/carers, our staff, our stakeholders, our service providers and our suppliers.

## OUR POLICY

This Policy aims to;

provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.  
publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.

make sure everyone at Nova Training knows what to do if a complaint is received.

make sure all complaints are investigated fairly and in a timely way.

make sure that complaints are, wherever possible, resolved and that relationships are maintained.

resolve complaints in accordance with our procedures and any guidance issued by the ESFA.

act upon the recommendations of external bodies where appropriate.

gather information which helps us to improve what we do.

## DEFINITION OF A COMPLAINT

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Nova Training.

## TYPES OF COMPLAINT

Learners and their parents/carers, our staff, our stakeholders, our service providers and our suppliers are entitled to make a complaint and express concerns.

A written complaint (via letter or email) must be lodged with the HR Team.

Nova Training has a Whistleblowing Policy (NTS733) and Procedure in place for appropriate concerns to be raised. This includes but is not limited to concerns raised in confidence about possible malpractice without fear of victimisation, subsequent discrimination or disadvantage for staff. You can also email your concerns to [whistleblowing@novatraining.co.uk](mailto:whistleblowing@novatraining.co.uk)

Any complaints concerning safeguarding issues, including PREVENT (anti-terrorism and anti-radicalisation strategy) will be handled in accordance with the Safeguarding Policy and any other relevant policies. You can also email your concerns or request support via [safeguardingteam@novatraining.co.uk](mailto:safeguardingteam@novatraining.co.uk)

## CONTACT DETAILS FOR COMPLAINTS

Written complaints may be sent to Nova Training, Head Office, 3 Lower Lichfield Street, Willenhall, WV13 1PX or via email to [hrteam@novatraining.co.uk](mailto:hrteam@novatraining.co.uk). Our HR team can also be contacted on 01902 366278.

It is recommended that you use the [Nova Training Complaint Form \(NTS418a\)](#) to ensure that we have all the details of your complaint to enable a timely investigation and response.

## **CONFIDENTIALITY**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection and other statutory requirements.

## **HOW TO RAISE A COMPLAINT**

### **Stage 1**

If you have a concern, initially you should raise this with your main Nova Training contact with a view to discussing the matter and resolving your concerns informally. By raising the matter with the person who is most likely to be able to help you, they may be able to resolve your concern swiftly and informally. You should do this if it is possible and appropriate. If you feel that for some reason you cannot do this, go straight to the Stage 2 below.

All complaints (informal and formal) will be logged on the Centre Complaint Log and given a Unique Reference Number (URN) for monitoring purposes.

### **Stage 2**

If the outcome of Stage 1 is unsatisfactory, or you felt that you were unable to raise your complaint under Stage 1, you should make your complaint in writing to the HR Department who will assign your complaint to be dealt with by an appropriate manager. Your complaint will be acknowledged within 5 working days, detailing the name of the person dealing with your complaint and fully investigated within 20 working days. Where additional time is needed to investigate your complaint, we will let you know and explain why. In any event, we will comply with any statutory procedures that may relate to your complaint.

### **Stage 3**

If you are dissatisfied after stage 2, please write to the HR Department within 5 working days. The HR Operations Manager or a member of the Senior Management Team will arrange to meet with you to review your complaint, the previous outcome and any further evidence you would like to be considered. Your complaint may be re-investigated and you will be informed of the outcome in writing within 10 working days.

However, in the event that the matter cannot be resolved sufficiently, the HR Operations Manager/Senior Manager may choose to convene a complaints appeal panel consisting of at least three people. The panel members will be chosen for their impartiality and no person who had a prior involvement in the complaint will be able to sit on the panel. In deciding the make-up of the panel, Nova will ensure that it comprises a cross-section of representatives who will be sensitive to race, gender, and religious affiliation and one member of the panel will be independent of the centre. Parents are allowed to attend the panel hearing and may be accompanied if they wish. The written findings and recommendations of the panel will be distributed to all involved and kept confidentially on file by Nova Training. All records and documents relating to complaints will be available for Ofsted inspections.

Where additional time is needed to investigate your complaint, we will let you know and explain why. In any event, we will comply with any statutory procedures that may relate to your complaint.

### **Stage 4**

If you are dissatisfied after stage 3 you may refer the complaint to the relevant awarding organisation for your qualification. This would either be City and Guilds using their complaints procedure. Their complaint form can be found on <https://www.cityandguilds.com/feedback-and-complaints/learner-complaint-form>  
Highfield Awarding Body complaints policy can be found on [www.highfieldabc.com](http://www.highfieldabc.com)  
Pearson Awards on <https://qualifications.pearson.com/en/contact-us/students.html>  
IMI Awards on <https://www.theimi.org.uk/complaint-procedure>  
[OAL on OAL Complaints Policy](#)

You should include the full details of your complaint in writing with reasons why you remain dissatisfied, the stages of Nova Training’s complaints procedure having been followed and the supporting evidence of the complaint with resulting decisions from the process above.

**Stage 5 - The Final stage of the process**

If you are still dissatisfied with the outcome of stage 4, you may refer your complaint to the ESFA - Educational and Skills Funding Agency at Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH.

If the ESFA are to investigate the matter, the complainant should provide:

- 1) Details of the complaint in writing by email or fax
- 2) Confirmation that Nova’s complaints procedure has been exhausted
- 3) Permission to disclose details of their complaint to Nova

If you have difficulties in providing details in writing, the ESFA will consider alternative ways of receiving the information.

This procedure takes account of the recommendations published by the Department for Education and Skills, arising from section 29 of the Education Act 2002.

Nova Training will cooperate with any investigation carried out by the ESFA and act on any recommendations made by the ESFA following the investigation and outcome of the complaint.

**REVIEW**

The HR Department will review the Centre Complaint Log on a monthly basis for trends and opportunities to drive improvements to our services.

Complaints and suggestions will be reviewed quarterly by Nova’s Senior Leadership Team with a view to improving the services we provide. Nova Training will conduct surveys throughout the year with learners, staff and stakeholders to monitor satisfaction.

This policy will be reviewed annually.

**Nova Training Complaints Procedure**

