

Customer complaints, compliments and comments

Policy and procedures

Contents

Customer complaints, compliments and comments policy

Effective from:	September 2023
For the attention of:	Heads of Centre / ASDAN QA

Policy owner	Policy approver
Compliance Manager	Centre Support Manager

Review history		
Date	Version	Reviewed by
February 2012 March 2013	Version 6 – New Policy created	Head of Quality Assurance and Qualifications
April 2014	Versions 2	Compliance Manager
February 2017	Version 3	Compliance Manager
May 2018	Version 4	Compliance Officer
November 2022	Version 5	Quality Assurance Manager
September 2023	Version 6 – effective from and next review dates updated to reflect policy review schedule	Qualification Manager
Next review: August 2025	To be reviewed by Compliance Manager and approved by Centre Support Manager.	

Contents

1	Introduction	4
2	Definitions	5
2.1	Complaints	5
2.2	Compliments	5
2.3	Comments	5
3	Process	6
3.1	Who can make a complaint, comment or compliment?	6
3.2	How do I make a complaint, comment or compliment?	6
4	Making a complaint	7
4.1	Stage one	7
4.2	Stage two	7
5	Enquiries and appeals	8
9	Associated policies and procedures	10
Appendix 1	Complaints, compliments and comments form	11

1 Introduction

ASDAN is committed to providing a high quality service for all our customers. Your feedback is essential in ensuring we continue to meet your needs, and allows us to build on what we are doing well and introduce changes where they are needed.

You are welcome to get in touch at any time to share comments, compliments or make a complaint if you are unhappy with your interactions with us.

We hope that you will always be satisfied with our service and look forward to receiving your feedback.

2 Definitions

2.1 Complaints

A complaint is when you are unhappy about any aspect of the service you have received. We take complaints very seriously and will ensure your feedback is taken seriously and dealt with efficiently. We aim to resolve all complaints within 20 working days.

2.2 Compliments

A compliment is when you tell us about something that you are particularly pleased with. We can then pass your appreciation on to staff. We are always delighted when you take the time to contact us about a good experience you have had.

2.3 Comments

A comment is when you want to tell us your point of view about the products or services we provide. Your information can help us consider how we deliver services and may help us make changes that will benefit everyone.

3 Process

3.1 Who can make a complaint, comment or compliment?

Anyone who receives or enquires about a product or service provided by ASDAN. You may also ask someone else make a complaint on your behalf.

3.2 How do I make a complaint, comment or compliment?

You can make your complaint, comment or compliment in the following ways:

- Visit the ASDAN website: asdan.org.uk/policies-regulations-and-centre-guidance and download the **complaints, compliments and comments form** (see appendix 1)
- By email: info@asdan.org.uk
- In writing: FAO Senior Quality Assurance Manager, ASDAN, Wainbrook House, Hudds Vale Road, St George, Bristol BS5 7HY
- By phone: 0117 941 1126 (please note, if you wish to raise a formal complaint we will ask for this in writing)

4 Making a complaint

There are two stages to ASDAN's complaints procedure:

4.1 Stage one

The first step is to let us know what the problem is. This can be done online, by telephone or Live Chat, in writing (by letter or using the **customer complaints, compliments and comments form**), or by email. You must provide as much detail as possible about:

- Yourself or your organisation. If you are a learner, please provide full details of the course you are on and where you are studying
- The nature of the problem: what has happened, how this came about, significant dates, how it has affected you and what you think should be done to put things right.

On receipt of your complaint, we will open an investigation into the situation. You will receive written acknowledgement that your complaint has been received within five working days. We will write to you within 10 working days offering a resolution, or explaining the particular procedures that apply and the likely timescale for this.

We aim to fully resolve all complaints within 20 working days.

4.2 Stage two

If you are unhappy with the outcome of your complaint, you may ask for a further review to be undertaken. The chief executive, a director, or a member of ASDAN's leadership team will then carry out the review. When the review is complete they will advise you of the outcome.

This will be the final stage in the complaints procedure, but this does not affect your right to contact regulatory authorities (ie Ofqual, CCEA, Qualification Wales or other relevant bodies) if you wish to.

5 Enquiries and appeals

ASDAN has specific procedures for responding to enquiries and appeals in relation to qualification results, moderation outcomes, centre approval and/ or sanctions. The relevant procedures are available from our website: www.asdan.org.uk/policies-regulations-and-centre-guidance/.

For more information contact email your enquiries to info@asdan.org.uk.

6 Safeguarding

We take safeguarding very seriously, and have a separate policy and procedure for responding to safeguarding concerns. If you are worried about a young person or vulnerable adult engaged in ASDAN courses, call or email us and ask to speak to our Safeguarding Lead: 0117 941 1126 or at compliance@asdan.org.uk

9 Associated policies and procedures

Document name	Responsible person
Enquiries and Appeals Policy	Compliance Manager
EPQ Post Results Review and Appeals Policy	Compliance Manager
Managing Adverse Effects Policy (internal)	Compliance Manager

Appendix 1 Complaints, compliments and comments form

ASDAN Complaints, compliments and comments form

Your details – please complete in all cases

Name:
Contact address:
Preferred email:
Preferred phone number:
Organisation or centre name:
ASDAN centre number (if known):
I would like to make a (delete as appropriate): complaint, compliment, comment

Your complaint, compliment or comment – please include as much detail as possible

If you are making a complaint, please tell us what you think went wrong, how it has affected you and what you think should be done to put things right.

Complete this form and send it to info@asdan.org.uk



ASDAN September 2023



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