



1.8 Generic Complaints Policy

Progress House
4 Siddals Road
Derby
Derbyshire
DE1 2PW
info@ematraining.co.uk





Complaints Policy

This addresses both learners and external businesses in making complaints.

All EMA Training learners and external businesses have the right to make a complaint about any aspect of their learner experience or services provided. EMA Training Limited will not discriminate against anyone who chooses to make a formal complaint.

All employees should refer to the Grievance Policy at 1.9.

External Business

- First step is to discuss the complaint with a member of the team at EMA Training, where this may be possible to resolve to complaint through informal discussion.
- If it hasn't been possible to resolve informally the external customer should provide a written complaint signed and dated to:

James Stafford at: *EMA Training Limited*
Progress House,
4 Siddals Road,
Derby,
Derbyshire,
DE1 2PW

- An acknowledge letter will be sent within 5 working days
- A full investigation will be undertaken and a discussion on any action required will be made, EMA Training may also choose to invite you to address the complaint in person.
- A written notification of the outcome will be sent within 20 working days.
- If the external business is not satisfied with the outcome they should write to Company Director, Tracey Mosley asking her to reconsider the case.

Learner

If you are dissatisfied with an aspect of your programme, such as an assessment outcome, you have the right to appeal. There are 2 stages in the appeals procedure and each stage must be exhausted before proceeding to the next one. You are advised to keep your own copies of all the documents used in the appeals procedure.

Stage 1

If you receive a decision you are unsatisfied with, you have the right to appeal directly to your assessor who carried out your assessment. The appeal must be in writing and clearly indicate:

- The points of disagreement
- The evidence in the portfolio that you believe meets the requirements for claiming competence.



Stage 2

If you are still not satisfied with the outcome of your stage 1 you can next appeal in writing to our freelance Internal Verifier Amy Mitchell at:

*EMA Training Limited
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or to BCS if they are an IT Apprentice within 20 days of the assessment if not satisfied with the outcome of the appeal raised with the ATP.