

MAXIMUS Training

Learner complaints and appeals process 2018/19

Owner: Quality and Curriculum Team

Created date: 31 January 2018

Last reviewed date: 31 January 2018

Next review date: 31 January 2019

Version: 1

Version control code: SA/Processes/All/015/Learner Complaints Process/Jan 18/V1

Learner complaints and appeals process

At MAXIMUS Training we are committed to providing the best quality service. However, we recognise that from time to time there may be a need for you to raise a concern about an aspect of our work or the conduct of our staff. We take all feedback very seriously and we are continually working to improve the level of service we offer. Below you will find the different ways you can contact us, what you can expect when you do contact us and how we use your ideas to make sure that we offer the highest level of customer service.

If you are partaking in our Skills and Apprenticeship delivery and wish to appeal against any assessment decisions a Trainer/Coach has made when marking/assessing your work, this will be handled separately. Please refer to the MAXIMUS Training appeals process indicated.

Our pledge to you is that:

- We will handle your complaint swiftly and keep you informed of the situation
- We will treat you with respect
- We will investigate all complaints thoroughly and objectively
- We will send you a full response which addresses all the issues you have raised
- We will provide clear guidelines about what to do if you are unhappy with our response
- We will record and monitor all complaints
- We will take the relevant actions to continually improve the level of service we offer.

How to raise your complaint

Talk to your MAXIMUS Training representative or their Line Manager and they will try to resolve any issues you have.

- If you feel that the issue has not been resolved, you can submit a complaint in the following ways:
 - Hand in the complaints form at the centre and they will forward it to the MAXIMUS UK Complaints Resolution Officer
 - Email your complaint to quality@maximusuk.co.uk
 - Write to Complaints Resolution Officer, MAXIMUS People Services Limited, 18c Meridian East, Meridian Business Park, Leicester LE19 1WZ
- The MAXIMUS UK Complaints Resolution Officer will acknowledge your complaint once they have received it within **two working days**
- The complaint will be investigated by MAXIMUS and a response will be completed within **10 working days**
- If the complaint has not been responded to within 10 working days, you will receive an update on the progress of the resolution by means of an interim update letter or email.

Learner complaints and appeals process

What If you are not happy with the response?

Once you have received the initial response and if you feel the issue has still not been resolved please contact the Complaints Resolution Officer within 10 working days.

Stage one of escalation: The Complaints Resolution Officer will escalate your complaint to the most relevant MAXIMUS Line Manager for investigation and a response will be provided within 10 working days.

If you still feel the issue has still not been resolved, please contact the Complaints Resolution Officer within 10 working days of receipt of the stage one escalated response.

Stage two of escalation: The Complaints Resolution Officer will escalate your complaint to the appropriate member of the MAXIMUS UK Senior Leadership Team who will review your case and provide a final response within 20 working days. The decision of the Senior Leadership Team will be final. If you are not happy with final response, you can ask the Education and Skills Funding Agency (ESFA) to consider your complaint. You can contact them within three months from the date of this letter.

You can email or post your complaint to the ESFA Complaints team.

ESFA Complaints team: complaints.ESFA@education.gov.uk

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

ESFA will acknowledge your complaint within five days and will let you know what will happen next.

Learner complaints and appeals process

MAXIMUS Training Learner appeals process

If you are partaking in our Skills and Apprenticeship delivery and you are unhappy with any assessment decisions a Trainer/Coach has made when marking/assessing your work you have the right to appeal, which can be done as follows:

How to make an appeal

The Learner appeals process has four distinct stages. At the final stage the awarding body's decision will be final.

Stage 1 Informal appeal

- If you are unhappy with an assessment decision you must inform your Coach/ Trainer verbally or in writing within five days of the assessment
- Your Coach/Trainer will respond to your query and record any discussions or agreed actions
- If you are happy with the outcome no further action will be taken.

Stage 2 Formal appeal

If you feel the decision was unfair you can follow the formal appeals process and submit your appeal in the following ways:

- Complete the Appeals template issued to you when joining MAXIMUS Training and hand in the template at the centre and they will forward to MAXIMUS Complaints Resolution Officer
- Email your appeal to quality@maximusuk.co.uk
- Write to Complaints Resolution Officer, MAXIMUS People Services Limited, 18c Meridian East, Meridian Business Park, Leicester LE19 1WZ
- The Complaints Resolution officer will acknowledge receipt of your appeal within 24 hours and will notify an appropriate Quality Monitoring Officer who will contact you within two working days of being informed of your appeal
- The Quality Monitoring Officer will inform you if they can offer any further resolution or if they agree with the original assessment decisions.

If you are happy at this stage then no further action will be taken.

Stage 3 Escalation

Learner complaints and appeals process

If you are still feel the issue has not been resolved please contact the Complaint Resolution Officer within five days of the Stage 2 decision.

- The Complaints Resolution Officer will acknowledge receipt of your escalated appeal within 24 hours and will notify an appropriate Curriculum Specialist who will review the decision and Stage 1 and 2 appeals
- The Curriculum Specialist will provide you with a final decision within 5 days as to whether the assessment decision will stand or if any additional actions can be undertaken.

If you are happy at this stage then no further action will be undertaken.

Stage 4 Awarding body

If you are not happy with the decision you can ask the awarding body to consider your appeal. Please contact the MAXIMUS Complaints Resolution Officer who will provide you with the contact details for the awarding body.