

# Complaints Policy

North West Volunteer Centre (NWVC) is a progressive training organisation providing mandatory training to a range of organisations. We provide a range of First Aid, health and safety, food safety, safeguarding children & Young People, and safeguarding Adults qualifications through Qualifications Network.

At NWVC we are committed to providing high quality training and qualifications, and to ensuring that equality of opportunity underpins all aspects of our work.

This policy relates to complaints that our learners and customers may have about our organisation and sets out our formal procedure for dealing with such complaints.

It is important that all complaints are raised directly with NWVC.

Our complaints policy is a four stage process, each process is detailed below, most complaints will be resolved to a satisfactory standard at stage one.

If the complaint is not resolved at stage one then it should be escalated to stage two and if not resolved again it should be escalated to stage three, finally if not resolved at the third stage the final stage should be used.

## Stage one:

- Complaint is raised directly with the trainer/assessor conducting the course, who will deal with the complaint at the time that it is raised.
- If the complaint is not about a course but about another aspect of our business, then the complaint should be raised with the staff member the customer is in communication with.

## Stage two:

- Complaint should be referred to NWVC head office where there is a named contact who deal with complaints, they can be contacted, in writing by using the following details:
- (Jacqueline Garnon Centre Manager North West Volunteer Centre, 22 Bishop Street Tel: 02871 271017, e-mail: [Jacqui@nwvc.co.uk](mailto:Jacqui@nwvc.co.uk))
- We will aim to resolve all complaints within 10 working days in writing.

## Stage three:

- Complaint should be referred to Safe Cert Qualifications, who will carry out an investigation into the complaint and will contact the complainant with the results of their investigation.
- Safe Cert can be contacted by phoning 0845 500 2100

## Stage four:

- Stage four is the final stage of the complaint, if your complaint has not been resolved, you can take your complaint to Ofqual.
- You can make us aware of your complaint by letter, phone or email.
- **Office of Qualifications and Examinations Regulation**

Spring Place

Coventry Business Park

Herald Avenue

Coventry

CV5 6UB

9.00am to 5.00pm)

**Textphone:** 0300 303 3345

**Fax:** 0300 303 3348

- **Telephone:** 0300 303 3346

(Lines are open Monday to Friday,

- **Email:** [info@ofqual.gov.uk](mailto:info@ofqual.gov.uk)