



56-60 Nelson Street
London
E1 2DE
T: +44 2070 183700
M: info@i-access.uk
W: www.i-access.uk

Complaints Policy

Scope of the policy

This policy is provided for iAccess customers, including learners and staff members who are using or delivering the courses or qualifications iAccess offer.

Location of the policy

This policy is available for all staff members and learners to access.

Communication of the policy

It is important that staff involved in the management, delivery, assessment, and quality assurance of qualifications and learners undertaking these qualifications, are fully aware of the contents of the policy.

Review of the policy

iAccess will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by awarding organisations or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

Policy Statement

iAccess is committed to providing a quality service for its learners and staff members, working in an open and accountable way that builds the trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our staff members, customers, and learners, and in particular by responding positively to complaints, and by putting mistakes right.

Statement of Principles

iAccess aim to ensure that: -

- making a complaint is as easy as possible.
- we treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response.
- we deal with it promptly, politely, and confidentially.
- we respond in the right way - for example, with an explanation or apology.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.



56-60 Nelson Street
London
E1 2DE
T: +44 2070 183700
M: info@i-access.uk
W: www.i-access.uk

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to: -

- resolve informal concerns quickly.
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach to dealing with a complaint may be appropriate; however, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure must be followed.

Definition: A complaint can be defined as 'any expression of dissatisfaction that relates to iAccess and that requires a formal response'.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

iAccess's responsibilities are to:

- acknowledge the formal complaint in writing.
- respond within the stated period of time.
- deal reasonably and sensitively with the complaint.
- take action where appropriate.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and iAccess maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Complaints Procedure

Stage 1

If a complaint is unable to be resolved informally, the complainant should write/email their complaint to a relevant iAccess member, so that they have a chance to put things right. In the letter/email, it should set out the details of the complainant's complaint, the consequences for them as a result, and the remedy they are seeking.

Complaints will be acknowledged by iAccess within 2 working days of receipt of a complaint. Complaints will be investigated by relevant iAccess staff members. As part of the investigation regarding a complaint, a staff member of iAccess may undertake interviews with the relevant people involved.

A complainant will be informed of the investigation outcome and decision within 10 days of a complaint being acknowledged (this may be extended, depending on the nature of the complaint).



56-60 Nelson Street
London
E1 2DE
T: +44 2070 183700
M: info@i-access.uk
W: www.i-access.uk

Stage 2

If a complainant is not satisfied with the initial response to a complaint, they can write to iAccess Centre Manager and ask for their complaint and the response from iAccess to be reviewed.

iAccess Centre Manager will acknowledge a complaint within 2 working days of the receipt of a complaint. Responses to complaints will be within 10 working days of the acknowledgement.

iAccess aim is to resolve all matters as quickly as possible. However, some issues will be more complex and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, a complainant will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If a complainant is not satisfied with the subsequent reply from iAccess Centre Manager, then they have the option to contact the respective awarding organisation with regards to their complaint. Awarding organisation will undertake an investigation into any complaints received, in line with the Complaints Policy.

All documents relating to a complaint must be saved and stored securely at iAccess. We will give access to any information or documents regarding any complaint, when requested by the awarding organisation.