



Adventure Training North East
Forest School and First Aid Courses
Complaints Policy

Complaints Procedures

1. Overview

1.1 **ATNE** is committed to providing an open and accountable quality service for all. One way in which we can continue to improve is by listening and responding positively to all complaints, by putting mistakes right and taking whatever steps possible to prevent further occurrences.

1.2 **ATNE** aim to ensure that:

- a) Making a complaint is as easy as possible
- b) We deal with complaints promptly, politely, fairly, factually and confidentially [where appropriate]
- c) We deal with complaints as an expression of dissatisfaction with our services which calls for prompt response
- d) We respond in the right way, with explanation, apology or information as appropriate
- e) We review and learn from complaints thereby improving our service

1.3 We recognise that many concerns need to be raised informally and dealt with quickly. However if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy should be followed.

1.4 Procedure for complaints are outlined below with points 1.5 to 2.3, 3.6 & 3.7 specific to complaints regarding teaching, assessment and quality assurance..

1.5 If you are dissatisfied with a decision made by **ATNE** you can then complain to the awarding body ITC First.

2. Complaint or Appeal?

2.1 An appeal occurs when a judgement decision has been made. E.g. Candidates may appeal assessment decisions or **ATNE** may appeal external verification decisions.

2.2 Any individual or organisation that is affected by an assessment decision made by **ATNE** or ITC is eligible to take advantage of the appeals process.

2.3 The ITC Appeals Policy can be found on the home page of the ITC website. The **ATNE** Appeals policy may be found on the **ATNE** site or can be applied for directly.

3 Formal Complaints to **ATNE**

3.1 This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently.

3.2 A formal complaint should be instigated if informal methods did not resolve the concern.

3.3 **ATNE** will:

- a) Respond to the formal complaint in writing within 5 working days, stating the time period for a considered response [15 working days].
- b) Deal reasonably and sensitively to the complaint.
- c) Take action where appropriate.

3.4 The complainant should:

- a) Complain in writing

- b) Use the word 'complaint' to avoid any misinterpretation of any comment, or other statements or correspondence received.
- c) Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.
- d) Complain within 8 weeks of the occurrence.

3.5 **ATNE** will investigate the subject matter of the complaint and reply in writing within 15 working days.

3.6 If the complainant is not satisfied with the response then they can write directly to **ATNE** for review and if still not satisfied can complain to ITC Awards Manager who will follow ITC published procedures for handling complaints.

3.7 If not satisfied with ITC published procedures then a complaint can be made to the external regulators, Ofqual or SQA after exhausting ITC Complaints procedure.

3.8 **ATNE** will log any complaints received including the response and actions taken. These will be reviewed at the time of the complaints and annually for trends and preventative actions required – Refer Appendix 1.

Reviewed Annually

Date Received	Complainant	Acknowledged	Summary of Complaint	Actions/Response

APPENDIX 1: Complaints Register/Log