

Complaints and appeals policy

Quanta's commitment to quality standards

We seek to provide our clients with the best possible service across the whole range of our activities and we welcome feedback about the services we provide as it helps us to get better and continually improve our standards of service. We aim to deal with any discrepancies before they arise, or as soon after we have been made aware, and formally seek feedback from our delegates after every course via our post-course feedback form. Based upon the courses and comments within this we may decide ourselves to start our Customer Service procedure to address that feedback. This proactive approach normally results in there not being a need to raise a complaint, but should the need arise the steps outlined below illustrate our procedure.

What is a Complaint

- A complaint arises when someone feels that an aspect of their learning, support service or training is unsatisfactory and should be investigated.
- It is expected that many concerns can be resolved at the point at which they arise by the person directly concerned, overcoming the need to formally record a matter of complaint.

About our Complaints Procedure

- We will be responsible for ensuring that the complaints procedure operates without fear of recrimination or retribution against the complainant.
- We aim to respond within 2 working days to any complaints or issues raised by clients or students and to resolve any difficulties informally and effectively.
- We will monitor the types and numbers of complaints we receive to identify any problem areas. We cannot and will not, therefore, deal with anonymous complaints.

How to make a Formal Complaint

- Contact Quanta either by phone 01905 734180 and ask to speak to Customer Services or email customerservices@quanta.co.uk, who will:
 - Log your complaint
 - Ensure as far as possible reasonable confidentiality is preserved in the investigation process
 - Pass the complaint on to the best suited person within Quanta
 - Ensure a full and fair investigation is conducted
 - Address all the points at issue and either respond to the complaint or ensure a response is sent
 - Ensure responses are sent within 14 days, either to detail findings and any redress to be offered or outline the process for completion of the enquiry

What is an Appeal?

- If you believe that the facts have been misinterpreted which has led to an incorrect outcome of your complaint or feel our complaint process was not followed then you may be in position to request an appeal.
- If you are simply not happy with the outcome of your complaint this does not constitute an appeal.

About our Appeal Procedure

- If you are wishing to appeal we must receive a formal request giving details of why you are not satisfied with the outcome of your complaint or the way it was handled. This must be received in writing within 14 days of the notification of the outcome of the original complaint.
- Appeals will be ran by a Director of the company (by title or legal standing) who was not involved with investigating your original complaint. They will review your appeal and respond within 14 days of date the appeal was requested.
- Upon receiving an Appeal we will:
 - Acknowledge and log your request for an Appeal
 - Firstly the validity of the Appeal is checked and an appeal may end at this stage
 - Once again we will ensure as far as possible reasonable confidentiality is preserved throughout the Appeal process
 - The Appeal will be fully investigated
 - The result of both the appeal decision and/or the process will be fully investigated against our Complaints procedure

If the complaint and subsequent appeal is relating to an accredited training course and you feel that the matter has not been dealt with satisfactorily you can choose to escalate your complaint to that Accrediting Body for independent investigation:

PeopleCert: <https://www.peoplecert.org/help-and-support>

APMG: <https://apmg-international.com/contact>

APM: <https://www.apm.org.uk/contact-us>