

## COMPLAINTS PROCEDURE

If we do get things wrong, we'll make every effort to resolve your issues quickly and efficiently. If you would like to raise a formal complaint, then please email us at [contactus@innovateawarding.org](mailto:contactus@innovateawarding.org)

Please include the following information within your email as this will help us identify where best to direct your complaint within Innovate Awarding:

- If you are a learner or apprentice, then we would recommend that you provide your name and address
- a centre/provider/employer name and number (if you are from an approved centre)
- a contact telephone number
- the qualification/standard or service your complaint relates to
- a clear description of your complaint
- copies of any relevant emails and correspondence

If you are a learner, then we would recommend that you first speak with your Head of Centre as each of our centres has its own complaints procedure. If you have done this already and remain dissatisfied with the outcome, then please contact us directly.

If you are an apprentice, then speak to your training provider and employer. If your training provider has a complaints procedure it may be appropriate to follow that initially. If you have done this already and remain dissatisfied with the outcome, then please contact us directly.

We have lots of information on our website that may be of help to you, including our enquiries and appeals policies and processes, visit [www.innovateawarding.org](http://www.innovateawarding.org)

If you are not completely satisfied with the response you receive from Innovate Awarding do advise us and we will review the complaint and our original response. If we feel that not all points have been covered, then we will give a full response. If we are satisfied that all the points in the complaint have been answered, then we will close the complaint.

If further evidence or related issues come to light, the complaint will be reopened and investigated further.

If at any stage you are not happy with the way in which we have handled your complaint, you have the right to appeal, please refer to our appeals policy and process. If you are still unhappy then you can refer your complaint to our regulators:

### **OFQUAL**

Earlsdon Park, 53-55 Butts Rd, Coventry CV1 3BH

### **IfA**

Institute for Apprenticeships, Sanctuary Buildings, 20 Great Smith Street, London SW1P 3BT

## Confidentiality

We understand that sometimes a complainant will wish to remain anonymous. While we are prepared to investigate complaints which are reported to us anonymously, in these cases we will always try to confirm an allegation by means of a separate investigation before taking up the matter with those responsible.

This may delay a resolution of the complaint and may even mean that it is not progressed further. It is always preferable to reveal your identity and contact details to us, and if you are concerned about possible adverse consequences because of making a complaint, then rest assured, we will not divulge your identity

If you have any questions or would like to talk to a member of staff about this procedure, then please contact us:

**Telephone:** 0117 314 2800

**Email:** [contactus@innovateawarding.org](mailto:contactus@innovateawarding.org)