



Absolute Works Complaints Procedure

A complaint is an expression of dissatisfaction concerning Absolute Works product or service. Absolute Works take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Assessor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Assessor, then please contact the Assessment Centre Manager via one of the following options:

Call: Sarah Moss Apprenticeship Manager 01926 355560

E-mail sarah@absoluteworks.co.uk

Write to:

Absolute Works
1 Barford Exchange
Wellesbourne
Warwickshire
CV35 8AQ

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Absolute Works ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Assessment Centre Manager will investigate your complaint and respond to you within 10 working days.

Appealing after an initial complaint has been raised

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Governance team. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Governance team will investigate in full and respond to you within 10 working days.

The Governance team can be contacted on:

Call: 01926 355560

E-mail: info@absoluteworks.co.uk

Or Write to:

Absolute Works
1 Barford Exchange
Wellesbourne
Warwickshire
CV35 8AQ

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly.

For **Retail qualifications** please contact the Awarding Organisation' this is Highfield Awarding Body for Compliance (HABC) and their complaint policy can be located on their website: **www.highfieldabc.com**. Alternatively, please speak to the HABC team on 0845 2260350.

For **Customer Service, Business Administration, Management, Team Leader** qualifications please contact the Awarding Body Skills First for compliance and their complaint policy can be located on their website <http://www.skillsfirst.co.uk/>.

Should you address your complaint to HABC and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Absolute Works or HABC will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of Absolute Works, HABC as the Awarding Organisation, and the relevant qualification regulator then you do have one final route of complaint. Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: **www.spsso.org.uk**

If you have any queries about the contents of this policy, please contact the Assessment Centre Manager directly on 01926 748040 or email info@absoluteworks.co.uk