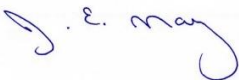




Absolute Works

Complaints Policy and Procedure

Version	5.0	
Effective Date and Signed off		15.09.21
CEO	J May	

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

It is recognised that an apprentice, employer, associate, client or service provider who has a complaint dealt with to their complete satisfaction is likely to become a repeat apprentice/ employer, associate, client or service provider. Therefore, we ask that if you are dissatisfied with the service you have received, including the quality of our service, that you bring this to our attention as soon as possible by speaking to your course assessor, trainer if you are an apprentice or employer of an apprentice. If you are an associate, client, or service provider please contact your immediate contact 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 individuals who carry out the roles as listed above, then please contact the Apprenticeship Manager via one of the following options,

Call: Sarah Moss Apprenticeship Manager **01926 355560** or **03332005153**

E-mail sarah@absoluteworks.co.uk

Write to:

FAO

Sarah Moss
Apprenticeship Manager
Absolute Works
1 Barford Exchange
Wellesbourne
Warwickshire



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 relevant to 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 Apprenticeship Manager will investigate your complaint and respond to you within **10** working days. However, if they are unable to conclude their investigations within the 10 working days they will advise you of this and keep you updated on the timescales.

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. However, if they are unable to conclude their investigations within the **10** working days they will advise you of this and keep you updated on the timescales.

The Governance team can be contacted on:

Call: **01926 355560** or **03332005153**

E-mail: info@absoluteworks.co.uk

Or write to:
Absolute Works
1 Barford Exchange
Wellesbourne
Warwickshire
CV35 8AQ

You can also escalate your complaint to EFSA Apprenticeship Service Support on 08000 150 600 or contact helpdesk@manage-apprenticeships.service.gov.uk

This will be the final route of escalation within our company.

However, in certain circumstance an alternative dispute resolution may be required to resolve the dispute using an independent third party.

Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your standards 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 <https://www.highfieldqualifications.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 or Skills First and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Absolute Works, HABC or Skills First 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

This policy can be found on Absolute Works website www.absoluteworks.co.uk following the link [AW-Complaints-Procedure.pdf \(absoluteworks.co.uk\)](#)

If you have any queries about the contents of this policy, please contact the Apprenticeship Manager directly on **01926 355560** or **03332005153** or email info@absoluteworks.co.uk