



COMPLAINTS POLICY

VERSION 1.2
06/01/2023




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DOCUMENT AMENDMENT RECORD

VERSION	DATE	AMENDMENT SUMMARY	AUTHOR	SIGNATURE
1.0	17/09/2021	Initial Release	BS	
1.1	30/11/2021	Updated reference documents	BS	
1.2	06/01/2023	Updated Head of Training	MB	

REFERENCE DOCUMENTS

VERSION	DATE	DOCUMENT TITLE	SOURCE
v7.0	N/A	TQUK Centre Handbook	Internal File Path: [00.01]
v1.2	06 January 2023	Malpractice & Maladministration Policy	Internal File Path: [00.03]

1. INTRODUCTION

The aim of this policy is to outline the procedure by which Colena Ltd trading as, and herein referred to as heliguy[™] will handle complaints from customers, candidates or other external personnel. As a company, heliguy[™] prides itself upon its core values of sharing knowledge, transparency first and never settling. The customer is at the forefront of everything which we do and we uphold the highest standards of customer service. There may however, be occasion where a customer feels that they have not received the standard of service that they would expect and as such, submit a complaint. These complaints provide heliguy[™] with the opportunity to identify potential areas of concern and react accordingly. Complaints can originate from a variety of sources such as direct communications (telephone/ email), consumer review platforms or direct to the awarding organisation and/ or Civil Aviation Authority (CAA). heliguy[™] must ensure that regardless of the reporting mechanism, the swift and effective resolution of all complaints is achieved.

2. SCOPE

This policy only extends to those candidates that are undertaking training in relation to recognised qualifications or training courses under heliguy[™] privileges as a Civil Aviation Authority (CAA) approved Recognised Assessment Entity (RAE). Complaints made by customers that are not undertaking training with heliguy[™] do not fall under the scope of this policy and should instead, be raised through our standard complaints procedure. Any appeals against a decision in relation to a formal assessment, must be raised in accordance with the Appeals Policy or disclosures which equate to an allegation of malpractice or maladministration, must be raised in accordance with the Malpractice and Maladministration Policy.

3. OUR RESPONSIBILITY

heliguy[™] takes all complaints seriously and will investigate each complaint in full. This may involve conducting oral interviews with both staff and customers, examination of correspondence records and a review of any material given in evidence to a complaint. The content of any findings made may not necessarily be disclosed outside the company, however the outcome of the complaint will always be communicated.

4. SUBMITTING A COMPLAINT


4.1 Informal Complaint

An informal complaint is one which is raised immediately and directly with the employee specifically in relation to a circumstance, occurrence, dispute or disagreement which can be immediately resolved and doesn't require any further investigation or reporting. If an informal complaint cannot be resolved, then it should be escalated to a formal complaint.

4.2 Formal Complaint

A formal complaint is one which can be raised after any period of time and/ or via indirect communication channels. This can be in relation to a circumstance, occurrence, dispute or disagreement which cannot be immediately resolved without investigation. If a customer has a cause for complaint, they can submit the details in any format via the approved complaints communication mechanisms outlined below.

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The complaint should include the following information as a minimum:

1. Complainant's name;
2. Complainant's contact information (both telephone and email);
3. Complainant's order reference number or unique candidate number (if applicable);
4. A description of the circumstances leading to the complaint;
5. The name(s) of any personnel that have been involved in the circumstance.

Anonymous complaints are notoriously difficult to investigate, as circumstances cannot be corroborated without investigation therefore, the details of a complainant that is concerned about reprisal, must be treated as confidential.

5. COMPLAINT PROCEDURE

When a complaint is received, the Head of Training must be notified at the earliest opportunity. The complaint will be assessed and a suitably trained individual assigned to conduct a prompt and effective investigation. At the conclusion of the investigation, a complaint report must be compiled to record the salient points of the investigation findings, together with root-cause analysis. This is designed to prevent further occurrences, identify other affected candidates and serves as a lesson learned. Once a resolution has been agreed with the complainant, the complaint can be formally closed. A Complaints procedure diagram can be found at Appendix A to this policy which outlines the process for how complaints are handled.

6. COMPLAINT RESOLUTION

When an investigation has been completed and a complaint upheld, heliguy[™] may take any of the following action:

1. Commencement of disciplinary action against a member of staff;
2. Review existing policies and procedures to prevent further occurrences;
3. Identify other candidates that may have been affected by the circumstance;
4. Take corrective action to reduce the effect of the circumstance;

In some cases, the complainant may not necessarily be informed of the precise action taken due to confidentiality, however, they must be notified that action has been taken. This ensures that they understand that the matter has been dealt with appropriately and that the complaint is therefore closed.

7. APPEALS PROCESS

When a resolution has not been reached, the complainant is entitled to appeal the decision. Any appeal must be justifiable and communicated via the aforementioned approved complaints communication mechanisms. Appeals must be submitted within 1 calendar month of the complaint being closed.

On receipt of an appeal, the Managing Director will form an appeals board consisting of personnel that are/ has not been involved in the original complaint or investigation. This can consist of both company and non-company personnel, as well as personnel from an independent arbitration service to facilitate an impartial appeals board. The appeals board will review all available information and make a decision within 14 calendar days from receipt of the appeal. Once the appeals board reaches a decision, the complainant will be notified.

If the complainant remains dissatisfied with the appeals board decision, a complaint can be filed with either Training Qualifications United Kingdom (TQUK) via the [TQUK Website](#) or Ofqual via the [Ofqual government website](#).

8. SUMMARY

The reporting of any complaint is an indication that a customer is either experiencing a less-than-optimal experience, service or friction point, and serves as an opportunity to investigate and resolve the issue. All complaints must be treated with care and consideration, with an appetite for swift and appropriate resolution.

Any questions relating to the content of this document should be directed to the undersigned in the first instance.



Mark Blaney
Head of Training
Colena Ltd t/a heliguyTM

Appendix A - Complaints Procedure

