

COMPLAINTS POLICY

INTRODUCTION

This document delineates the complaints policy for the learners of Affable Therapy Training.

We value the interests of learners who are studying ITEC/VTCT qualifications through us and our everyday goal is to surpass their expectations.

We are committed to provide high quality training and it would be an utter disappointment for us if we are unable to do so.

Therefore it is of due significance that our learners feel satisfied with the level of training provided. In case our quality of service is below your as well as our expectation level, do express your concerns and help us address them and improve our quality.

SCOPE

This policy pertains to complaints made by the learners at Affable Therapy Training who are studying ITEC/VTCT qualifications, regarding the training provided and other associated services that learners might require to fulfil their qualifications.

RESPONSIBILITY OF AFFABLE THERAPY TRAINING

It is our responsibility to ensure our learners an effective complaint handling methodology in order to deal with the complaints that they have regarding our training services. We recommend the learners to go through this complaints policy and be aware of its contents.

REVIEW PROPOSALS

We may review the contents policy and other procedures associated with it as we may deem necessary in due course of self evaluation or as an essential response to feedback from learners or any kind of regulatory feedback. Review arrangements may also be made in response to trends or improvement scopes that are identified through receipt of complaints.

If you wish to express any view or provide any feedback, get in touch with us through the below mentioned contact details.

PROCEDURE FOR COMPLAINT

Every Affable Training Therapy staff is adequately trained to assist our learners and they are always eager to help you out. Hence we suggest our learners to discuss any issue with the staff who dealt with the matter as soon as possible.

If the concerned person is unable to help you or you wish to consult someone else, approach the Manager who is in charge of the Affable Therapy Training office.

If this cannot be done or the assistance offered by the Manager is not satisfactory, we request you provide us a written complaint, usually within a month of the occurrence of the issue of complaint, and address the same to Affable Therapy Training at the contact details mentioned at the end of this complaint policy.

Learners may take the complaint forward to ITEC/VTCT if they are not satisfied with the service level of our centre and have exhausted our complaint procedure. In the rarest of cases, if our learners identify any crucial breach of procedure by our centre, they can directly complain to ITEC/VTCT.

DETAILS LEARNERS NEED TO PROVIDE FOR COMPLAINT

While getting in touch with us, learners need to provide their complete name, contact information consisting of any daytime telephone number, as well as a report containing the following details:

Copies of any kind of correspondence between Affable Therapy and learner pertaining to the complaint.

A statement highlighting facts and circumstances regarding the content.

Written statement to be given by all the learners associated with the complaint.

Details of the concerned staffs' procedure to inform about Affable Therapy's policies to our learners.

Any assessment or work from the learners that is critical to the investigation.

Any other supporting document required for handling the complaint.

Affable Therapy will get in touch with the learner (s) directly for our comments regarding the complaints within 20 days, ensuring strict confidentiality with respect to the learners concerned. The learner will be given 10 working days to respond. All complaints will be considered individually, and the learner will be informed in writing in case any action is taken in line with Affable Therapy policies.

CONFIDENTIALITY AND WHISTLE BLOWING

We understand a learner's need to stay anonymous while making a complaint. But it is advisable for learners to reveal their identity and contact information to us. In case you are concerned about any possible

adverse effect of identity disclosure, do communicate to us the same and we will refrain from revealing your identity. We may even confirm that if identity divulging would lead to a breach of confidentiality or some other legal responsibility, we are not obliged to reveal your identity

While investigating anonymously reported issues, it is our duty to attempt to confirm any allegation by means of separate investigative procedures before highlighting the matter to those around whom the allegation revolves.

HOW WILL MY COMPLAINT BE HANDLED

Once your complaint is received, Affable Therapy will acknowledge the same within 48 hours, informing you about the official who would be handling your complaint.

We will look into the complaint within 10 working days, which may extend to 10 more working days in case the complaint is more complicated or involves persons who are not timely available. During the inspection period, we may ask additional information from you. Following the completion of the investigation, the decision will be informed to you via email or writing.

WHAT HAPPENS ONCE MY COMPLAINT IS UPHELD

Once any section of your complaint is upheld, we will respond accordingly and concentrate on improvement of our services. If it is so required, we may also go for internal disciplinary practices to appropriately estimate the conduct of our staff.

In case a complaint is successful and points to a lag in our service procedures, we will:

Identify other affected learners

Correct or alleviate the impact of the failure

Make sure that there is no recurrence of the failure in future

WHAT HAPPENS IF I AM DISSATISFIED WITH THE REPLY

In case the decision does not satisfy you, contact our Manager in Charge.

If there is still room for dissatisfaction, learners may provide a written complaint and if that does not solve the issue, they may take the matter forward to ITEC/VTCT.