

Xyrius Training Limited

Complaints Policy

Purpose Statement:

Xyrius Training Limited takes all complaints seriously and will act appropriately whenever a complaint is made. Xyrius Training Limited aims to provide all employers and learners with an excellent learning experience that enables them to achieve their personal and business goals. We recognise that sometimes things go wrong and, when they do, we welcome the opportunity to put them right as soon as possible.

Responsibility:

Margaret Brewer – Operations Director, is responsible for maintaining our Complaints Policy. This policy is reviewed a minimum of annually by our Margaret Brewer – Operations Director.

What Is A Complaint?:

A complaint is an expression of dissatisfaction concerning Xyrius Training Limited product or service. Xyrius Training Limited 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.

How To Raise A Complaint:

If you are dissatisfied with the service you have received, bring this to our attention as soon as possible by speaking to your consultant, auditor, or course tutor 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 tutor, then please contact the CEO via one of the following options:

- Call: 0121 663 0033
- Email: margaret@xyrius.co.uk
- Write to: Regency Court, 2a High Street, Birmingham, B14 7SP

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

1. A full description of your complaint (including the subject matter and dates and times if known).
2. Any names of the people you have dealt with so far; and
3. Copies of any evidence you might have to do with the complaint.

How Long Does It Take For A Complaint To Be Resolved?:

We ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. Our Margaret Brewer – Operations Director will investigate your complaint and respond to you within 21 days.

Appealing The Outcome Of A Complaint:

A complainant may appeal the outcome of a complaint by submitting a formal written letter outlining the reasons for appeal. One of Margaret Brewer – Operations Director will be nominated to take responsibility for the complaint and will acknowledge the complainants appeal within 3 working days. A full review of the complaint, investigation, and outcome will be undertaken. If fault is found, it will be necessary to consider whether it caused injustice to the complainant, and if so, what the injustice was. Where a complaint is found to be justified, the committee will decide on the appropriate recompense. Once this stage is completed, the decision is final.

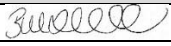
If the complainant is still not happy with the outcome of the appeal, they can appeal to the relevant regulatory body, such as Ofqual:

<https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

Confidentiality And Safeguarding:

Xyrius Training Limited fosters a culture that makes learners and employers confident to voice any complaints and are assured we will provide fast and effective resolution to any issues raised. We store complaints electronically on our secure systems and hold and process this information in compliance with the General Data Protection Regulation (GDPR) and Data Protection Act 2018. We produce regular internal reports to see how well we are dealing with complaints and meeting the needs of our stakeholders. We remove all confidential information from these reports to protect the identity of those involved.

Document Control

Document Title	Document Owner	Signature	Version	Review Date
Complaints Policy	Bethan Rhodes		May22 v.1	

This document should be reviewed a minimum of annually.