

Skills4Stem Complaints Policy

Skills4Stem aim to give everyone an excellent experience when dealing with us, so we welcome your comments, suggestions and feedback about the service you have experienced when contacting us or when using any of our products or services.

Many matters can be resolved informally so do contact the Skills4Stem directly on 01234 245534 or email us at info@skills4stem.co.uk as we may be able to resolve your issue immediately. If however you feel that the problem needs to be addressed in a more formal, official manner please follow the process below.

A complaint is an expression of dissatisfaction from you about our products, services or the complaints-handling process itself where it's clear that you expect us to identify the cause of the problem and to take some kind of remedial action.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- We learn from complaints and feedback and we use them to improve our service

It is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaint:

- Incorrect invoicing
- Certificate spelling errors
- Lack of response to queries
- Unable to unsubscribe to emails
- Website issues
- Incorrect products received/ course materials not received
- Delay with receipt of certificates
- Non-compliance with stated process e.g. not adhering to published timescales or processes

Note that if there is an allegation of malpractice or maladministration please refer to the Malpractice & Maladministration Policy.

Investigation and Outcome

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Skills4Stem's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated.

We'll acknowledge your complaint within 2 working days and let you know who will be dealing with it. We will appoint an appropriate person to investigate the matter on your behalf. We aim to resolve complaints within 8 working days but if it's going to take longer than that we'll keep you fully informed.

Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.

The stages to our complaints process are -

Stage one

If you have a complaint in relation to the service you have received from Skills4Stem raise your concern by emailing info@skills4stem.co.uk, explaining the problem as clearly and fully as possible, including any action taken so far. You can also contact Skills4Stem in person, by phoning 01234 245534.

Learners on ILM courses/events - In the first instance you must try and resolve your complaint directly with Skills4Stem rather than the ILM. If after exhausting the Skills4Stem Policy you still feel the problem needs to be escalated then please raise your concern with ILM.

Stage two

If you are not satisfied with the response you receive to your complaint, you can take the matter further by contacting the Director of Customer Services & Operations by emailing info@skills4stem.co.uk setting out why you are dissatisfied. The Director of Customer Services & Operations will undertake a full review of the original complaint, the evidence collected by the person who investigated the matter on your behalf and their initial response. Consultation with all parties will take place to provide you with Skills4Stem's response and any further actions that may need to be taken.

Final stage

If you are still not satisfied with the response you receive from the Director of Customer Service and Operations you can take the matter further by writing to the Skills4Stem Managing Director
Skills4Stem Ltd
38 Mill Street
Bedford MK40 3HD

Confidentiality

Except in exceptional circumstances, we will try to ensure that your complaint remains confidential, but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In these situations we will discuss this with you.

Ofqual

If your complaint relates to a qualification regulated by Ofqual you may complain directly to Ofqual if you have exhausted both Skills4Stem and ILM's complaints procedures. Please refer to the following link which will direct you further.

<http://ofqual.gov.uk/complaints-and-appeals/>