

## **Complaints Policy**

### **Introduction**

This document sets out the OnBoarding Group Limited complaints policy and procedure and is aimed at learners and all interested parties who encounter a direct or indirect service from OnBoarding Group Limited.

OnBoarding Group Limited value all the tutors delivering our qualifications and the learners who undertake them. Our aim every day is to exceed the expectations of our Learners.

OnBoarding Group Limited is confident of providing high-quality service and would be extremely disappointed if this is not the case.

Therefore, it is important should you feel you have encountered a level of service that is below both yours and our expectations that you raise concerns you may have with us immediately so that we may address them and learn lessons.

### **Scope**

This policy covers complaints that learners, members of the public or tutor/assessors may wish to make in relation to the qualifications and associated services offered by OnBoarding Group Limited.

It is not to be used to cover appeals in relation to decisions made by OnBoarding Group Limited.

These areas are covered by OnBoarding Group Limited's Appeals Policy. Should a complaint be submitted which is in fact an enquiry or an appeal we will respond to inform the relevant party that the issue is being considered, where appropriate, in accordance with the approach outlined in our Customer Service statement or Appeals policy.

If you are unhappy about the way an examination or assessment was delivered and conducted and you suspect malpractice or maladministration may have occurred, you should send your concern to OnBoarding Group Limited in accordance with the arrangements in the OnBoarding Group Limited Malpractice and Maladministration Policy.

### **Centre's Responsibility**

OnBoarding Group Limited will take all responsible steps to ensure that their staff involved in the management, assessment, and quality assurance of OnBoarding Group Limited qualifications, and learners, are aware of the contents of this policy. If an individual is unhappy about a service or activity being delivered by a tutor, they must first of all go through the Centre's complaints process before bringing the matter to the awarding body.

## **Review Arrangements**

OnBoarding Group Limited will review the policy and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer, learner, or regulatory feedback (for example, to align with any appeals and complaints process established by the Regulators) and any trends that may emerge in the subject matter of complaints received.

## **How Should I Complain?**

All OnBoarding Group Limited employees have been trained to help customers and they all like to help, so you should first try to sort out any problem at the earliest opportunity by speaking to the course leader.

If the Course Tutor cannot help or you wish to speak to someone else, you can ask to speak to the Quality Assurance Manager.

If this is not possible, or if you are not satisfied with the help provided by them, please send a written complaint, normally within one month of the event you are complaining about and address it to the Quality Systems Manager at the awarding body for that particular course.

Learners and/or members of the public who wish to complain about a level of service provided by the tutor/Centre at which they have taken a qualification should have exhausted the Centre's own complaints process before bringing the complaint to the awarding body.

## **If I Complain What Details Do I Have To Give?**

When you contact us, please give us your full name, and contact details including 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;
- Copies of any papers or letters to do with the complaint.

## **Confidentiality and Whistle Blowing**

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us. If you are concerned about possible adverse consequences, please inform us that you do not wish for us to divulge your identity. If it helps to reassure you on this point, we can confirm that we are not obliged (as recommended by the Qualification Regulators) to disclose the information if doing so would be a breach of confidentiality and/or any other legal duty.

Whilst we are prepared to investigate issues that are reported to us anonymously and/or by whistle-blowers we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those to the complaint/allegation relates.

## **What Will Happen To My Complaint?**

There are three stages in the complaints procedure and each stage must be fully complete before proceeding to the next. Learners are advised to keep copies of all documents submitted in the complaint procedure.

### **Stage 1 ("On The Spot" Solutions)**

If a learner is still completing a course, they must first contact their tutor who will ensure that the concerns are dealt with fairly and quickly. Learners should raise their concerns within 7 working days of the matter in question. The tutor will investigate all concerns raised and address them accordingly. If the learner's complaint is about their tutor and it would be inappropriate to discuss the matter with their tutor, the complaint may be addressed directly with Stage 2.

### **Stage 2**

If the learner is not satisfied with the outcome of stage 1, or if the learner is no longer undertaking a course, complaints should be directed to the Internal Verifier at OnBoarding Group Limited. The Quality Assurance Manager will investigate the complaint and respond to the learner within 10 working days.

### **Stage 3**

If the complainant is not satisfied with the outcome of Stage 2, they will need to submit their Stage 3 appeal in writing to the Company Director. This may be submitted via post or via email. At this stage, the individual appealing should substantiate any complaints, allegations, and appeal with written factual evidence and/or signed statements from witnesses. This will assist in reaching a speedy conclusion to the complaint/appeal. The Company Director will hold an investigatory meeting with all parties involved and make a final informed decision. A response to the complaint/appeal will be provided within 28 days.

Should the matter of concern relate to an accredited course and the complainant remains dissatisfied with any decision made at Stage 3 of OnBoarding Group Limited Complaints Procedure; the complainant may choose to take up the matter with the course accrediting/awarding body. However, such action would be outside of OnBoarding Group Limited Complaints Policy and as such, communication should be made directly with the course accrediting/awarding body.

## **What If I Am Not Happy With The Reply?**

If you disagree with the decision the first point of call is the Quality Assurance Manager. If you are still unhappy with the decision taken by OnBoarding Group Limited in reviewing the complaint you can, where relevant (and if eligible), take the matter through our appeal arrangements which are outlined in our Appeals Policy.

If you are not happy with an appeal decision made by OnBoarding Group Limited, you can complain directly to the awarding body.

This policy will be reviewed annually by the Management Team.  
Last reviewed 07/04/2025 – next review date 07/04/2026