

Our commitment to handling customer queries:

At **Upgrade Me Training (“UGMT”)** we are committed to handling all types of contact by our customers quickly, accurately, and fairly.

We aim to fully resolve any concerns or problems you might have and if there is anything we cannot resolve or put right straight away we will explain why and say what we can do.

We recognise that feedback from customers is vital in helping us to further improve the services we offer. We analyse the information you give us to ensure that we get to the root cause of any issues you might have.

This policy is applicable to all **“UGMT”** customers across our various types of provision and sets out how to contact us, how we will handle your query, how quickly we will respond and gives full details of our query/complaint handling process.

How to contact us:

If you are a **“UGMT”** customer the quickest way to get a question answered or to resolve a concern is usually to contact the Centre Manager.

If you are a learner, the best point of contact is your tutor/assessor.

You can also contact us by emailing info@upgrademetraining.com

What we need to know from you:

For us to be able to handle your query effectively we will need the following information when you contact us:

- Your name and location
- Which Apprenticeship/Course you are undertaking with **“UGMT”**
- Your tutor/assessors name
- Full details of what your query or concern is
- The person dealing with the query if you are contacting us about an on-going issue

Our Aim:

“UGMT” is committed to providing an excellent service by listening and responding to the views of our learners. We, therefore, aim to ensure:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our services which
- Calls for a response
- We treat it seriously whether it is made in person, by telephone or by email/letter

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Checked By: Ozan Elmaz	Signed: <i>Ozan Elmaz</i>

- We deal with it promptly, politely and where appropriate, informally
- We respond in an appropriate manner; with an explanation, an apology if we have got things wrong or information on any action that has been taken
- We learn from complaints and use them to improve our service
- We provide responses which are clear and easy to understand
- We are open and honest and deal with matters confidentially
- We treat all complaints in the same fair manner, no matter what the severity

How to make a Complaint

If you feel you need to make a complaint it is important that you contact us and tell us:

- What the complaint is
- When the incident happened
- Who you reported it to and who has been involved
- How you would like it to be resolved

You can make a complaint in writing, by telephone or in person. We would encourage you to let us know your complaint as soon as possible but would ask that you complain within one month of the issue first arising.

We believe that the majority of problems can be resolved by discussing them with the relevant member/s of staff and we encourage you to opt for this approach.

Where this has not resolved the issue or if you do not wish to discuss your complaint in this manner, we understand that you may wish to take alternative action.

There are 3 possible stages of our complaints procedure:

Stage 1

Advise the “UGMT” staff member, tutor or assessor you work most closely with about your query or complaint and give them the chance to resolve the matter. If you’re unhappy with the outcome, or with how long it is taking, or if you think it is not appropriate to raise the issue with them, please go to Stage 2.

Stage 2

Contact us via any of the means described in the ‘how to contact us’ section of this policy. We will try to give you an answer straight away, and if we can’t we will work with an appropriate subject expert or the “UGMT” team to ensure you receive an update or resolution

Stage 3

If you’re not happy with the outcome you must advise us that you wish your query or complaint to be escalated. It will then be reviewed by The Head of Centre. You should advise us as to why you remain dissatisfied and what action you would like to be taken to resolve your complaint, and you will be contacted within a further 10 working days. In addition to this, you may be invited to discuss your complaint in person.

There are some exceptions to this process, in which you should go straight to Stage 3

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These are:

Discrimination based on:

- Age
- Sex
- Race, religion or belief
- Sexual orientation
- Disability
- Pregnancy or maternity
- Marriage or civil partnership
- Gender reassignment

Any of the following, relating to yourself or to another person:

- Physical abuse
- Sexual abuse or inappropriate conduct
- Emotional, psychological abuse or bullying
- Financial abuse

Stage 3 is the final stage of our internal process. If after following the stages you are still unhappy with the outcome of your query or complaint we will advise you of any third parties you can pursue it with. This will usually depend on the type of learning you have been doing

Timescales:

We understand it is important for you to have your complaint resolved quickly. At each stage, we will provide a response within 10 working days, sooner if possible. In our reply, we will provide you with details of what to do next and a named person to contact if you feel the issue has not been resolved.

If you are unhappy with any part of the service you can:

Contact the quality team - support@upgrademetraining.com

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