

## CUSTOMER SATISFACTION POLICY & PROCEDURE

### Introduction

Separate to our Appeals Policy and procedure, our Customer Satisfaction Policy (Complaints) sets out our commitments to quality service and how we intend to do it – and if it goes wrong; what we can do about it.

At Advantage One Training Academy, we understand the need for being the best at what we do and we embrace that through our Training Academy. However, sometimes things can go wrong. It is important to us that if this happens and you are affected, that you are quickly and easily able to raise your concerns with us so that we may address them and learn lessons.

This document sets out Advantage One Academy's Customer Satisfaction Policy, which is aimed at Advantage One Academy customers and all interested parties who encounter a direct or indirect service from Advantage One Academy.

### Scope:

This policy covers complaints from anyone who may be affected by the services we provide in relation to our Training Academy., Through interactions with Advantage One personnel, our Business systems, or even those of feel that our Training has had a direct affect on their lives Complaints may be received from our Students, their Mentors, members of the Public or Customers deploying Officers trained by Advantage One Training Academy.

### Purpose:

We embrace our People, but recognise that our People don't always make the right decisions, which means we don't always do things the way we would have liked.

Advantage One takes pride in everything we do and greatly appreciates the feedback given and takes every opportunity to evaluate what we do and how we do it. Our Company operates in open and transparent way, providing an easy way for all those affected by what we do, to communicate with us anything that they feel useful to help improve tomorrow.

### How to Complain / give Feedback:

We offer many ways to complain or offer feedback however; we will always prefer it in writing, as we very much like to reply with appropriate responses. We would also like to receive all Complaints within 21 days of the event(s) to allow for more effective investigations.

Our Website: [www.advantage1.co.uk/trainingacademy](http://www.advantage1.co.uk/trainingacademy) offers a full range of Contact methods; telephone numbers, email addresses, along with a Customer Feedback Form.

Our preferred method to receive Complaints/feedback is by email, with the authority to contact you, so that we may have a conversation to give us a better understanding and allow us to improve more.

Company email: [info@advantage1.co.uk](mailto:info@advantage1.co.uk) or [training.academy@advantage1.co.uk](mailto:training.academy@advantage1.co.uk)

When you contact us, please give us your full name, email (or postal) address, along with your contact details including a daytime telephone number. We will also need:

- a full description of your complaint/feedback (including the subject matter and dates and times if known)
- details of location, those involved, including all events related to the complaint
- any names of the people you have dealt with so far
- copies of any emails or documentation to do with the complaint/feedback – supporting evidence

We will acknowledge receipt of your complaint within 3 working days, confirming who will be investigating your complaint and giving you a reference number and contact details for contact later.

Alternatively to Feedback, we find it important to speak to all of those who have logged a Complaint, so we would first like to speak to you, before we continue to investigate, interviewing anyone else involved.

The investigation will take into account all information you are able to give, all available data, evidence and we will allocate an impartial Manager to conduct the review, to help ensure you receive a fair and honest conclusion.

#### **Receiving a Conclusion:**

We will thoroughly investigate all aspects of your Complaint and this may involve reviewing CCTV and structured meetings. Though our aim is to fully investigate the complaint within 10 working days, if your complaint is more complex, we may need to extend this time.

Though we love to be open and honest; any responses that you receive in relation to your Complaint may not include the details of any Disciplinary meetings, nor; any information deemed protected under GDPR.

#### **Appealing a Conclusion:**

Though we always like to keep everyone happy, you may not like to the conclusion to your Complaint and in this case, you can raise your Complaint further to a Company Director. To do this, please ask the Manager handling your case or contact Head Office with your Reference number.

A Company Director will acknowledge your Complaint within 3 days and make contact shortly afterwards to understand the reasons for your Appeal. It would be expected that information is given for the grounds of the Appeal, in addition to the original Complaint details.

The Appeal will generally be concluded within 10 days and you will be notified with reasons for conclusion.

The Appeal stage is the final stage within our Business however; we may suggest an external, independent organisation to receive your Complaint, if we feel it is appropriate.

## Complaining to the Awarding Body:

If your complaint refers to services you have received relating to your course and achieving your qualification; if you are still unhappy, after following our own internal complaints procedure, you may contact the Awarding Organisation directly.



Highfield Awarding Body for Compliance (HABC) and their complaint policy can be located on their website: [www.highfieldabc.com](http://www.highfieldabc.com). Alternatively please speak to the HABC team on 0845 2260350.

Should you address your complaint to HABC and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Advantage One Training Academy or HABC will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of Advantage One Training Academy, HABC as the Awarding Organisation, and the relevant qualification regulator then you do have one final route of complaint. Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: [www.spsso.org.uk](http://www.spsso.org.uk).



JAUPT, 9 Warren Yard, Wolverton Mill Milton Keynes, MK12 5NW 01908 787000

## Complaints & Whistle-blowing

If you have a complaint about the conduct of an approved centre or wish to report issues about a periodic training course you attended such as:

- short delivery
- poor quality training
- inappropriate content
- unsuitable venue
- drivers not engaging in training
- other

Please email DVSA using [DCPC\\_CC@dvsa.gov.uk](mailto:DCPC_CC@dvsa.gov.uk) with as much detail as possible. If you can, please include:

- Centre name & address

- Training venue address & trainer name
- Course date
- Timeline/details of events

DVSA take complaints about periodic training very seriously and will investigate according