

# Complaints Policy

## COMPLAINTS POLICY AND PROCESS - QUALIFICATIONS

### POLICY SUMMARY

Barber.josh.o.p Education Ltd Complaints Policy provides the framework within which anyone who is dissatisfied with the organisation can raise their concerns. The framework also assists staff to deal with complaints from learners, employers, contractors, visitors and other interested parties.

### INFORMAL STAGE

It is recognised that some concerns are raised informally, and these can and should be dealt with immediately. An informal complaint should be raised directly with the relevant Tutor, Trainer, or the Admin Office team.

Any such concerns should then be raised promptly and directly with the individual against whom there is a concern where relevant.

We aim to resolve informal concerns quickly and effectively. If concerns are not satisfactorily resolved in this way complainants should follow Barber.josh.o.p Education Ltd formal Complaints process as outlined below.

### FORMAL STAGE

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

### RESPONSIBILITY OF THE COMPLAINANT

If the complaint is not resolved at the informal stage, or the complainant does not wish to follow the informal complaint process, they should:

- Communicate their complaint by completing the Formal Complaint Form (Appendix A) in writing to:

[Education@barberjoshop.com](mailto:Education@barberjoshop.com)

- Bring their complaint to the attention of Barber.josh.o.p Education Ltd within 12 weeks of the incident occurring.
- Explain the concern as clearly and as fully as possible, including any action taken to date.

## **RESPONSIBILITY OF BARBER.JOSH.O.P EDUCATION LTD.**

Barber.josh.o.p Education Ltd welcomes feedback to enable us to improve our services. We will respond to any dissatisfaction with our services fairly and promptly.

- You will receive an initial response within 48 hours of receipt of your formal complaint
- Your complaint will be looked into and a response sent to you within 10 working days detailing our findings.
- A further, more detailed response will be sent on conclusion of a full investigation if relevant.
- You may be offered a meeting with the parties involved if appropriate.
- All informal and formal complaints will be logged on our central log.
- These will be retained for a period of 2 years following resolution and closure of the complaint at which point all information relating to the complaint will be deleted.

## **APPEALS AND ESCALATION PROCESS**

You may appeal if you are dissatisfied with the outcome of your complaint. Your appeal must be submitted within 20 working days from receipt of the complaint response. Your appeal should be sent, in writing to [education@barberjoshop.com](mailto:education@barberjoshop.com).

If you have fully exhausted our complaints procedure, have evidence of this and remain dissatisfied, you can contact the Awarding Body.

You can also contact the Awarding Body if you are being prevented from exhausting our complaints procedure, or if you are no longer able to contact us because we are no longer trading.

## **HOW TO COMPLAIN TO THE AWARDING BODY**

The Awarding Body accepts complaints in writing, by email or letter, except where they are required to make reasonable adjustments. Please let them know if this applies to you, either through a third party or calling them and they will arrange for someone to handle your complaint accordingly.

When you contact them about your complaint, you will need to provide them with the following:

- the name of our organisation
- details of what your complaint is, together with the relevant documents
- evidence that you have fully exhausted our complaints procedure, including any appeals process (for example, written correspondence confirming the outcome)
- permission to disclose details of your complaint to us
- if you are acting on behalf of a learner, evidence that you have their permission to do so

For more information, please see their Complaints Policy & Procedure below:

[Complaints-Policy-and-Procedures\\_v14-January-2023 \(1\).pdf](#)

## **CONFIDENTIALITY**

Barber.josh.o.p Education Ltd will keep you informed of progress with your complaint and how we are handling the information provided under this Complaints Procedure. Where an investigation is required, your information may be shared with other Barber.josh.o.p Education Ltd staff members or external third parties. Before sharing your information, we would inform you of this, unless there were exceptional circumstances, for example, where doing so could pose a risk of harm to you or others.

In the case of young people under the age of 18 raising a complaint, depending on the nature of the complaint, we may be obliged to inform their parent/guardian.

## **REVIEW**

This policy will be reviewed on an annual basis or following changes to Government updates and statutory guidance in relation to Covid-19 and company risk assessment policies and processes.

## APPENDIX A

### Formal Complaint Form

It is assumed that in making a formal complaint you will first have taken your complaint through the informal stage.

By submitting a complaint, a learner should understand that Barber.josh.o.p Education LTD will itself need to gather information about the matters raised, and that this information may include sensitive personal details.

This form is for use by any learner of Barber.josh.o.p Education LTD, any learner applicant, or by a group of learners acting collectively, provided all named individuals have signed up to it. Please be aware that Barber.josh.o.p Education LTD takes a strong view about complaints which it finds to be frivolous, vexatious or malicious. Anonymous complaints will only exceptionally be considered.

Name of complainant (your name)			
Employer			
Address for correspondence			
Email Address			
Contact telephone number		Date of complaint submission	

### Description of your complaint

Please provide details of:

1. the background to your complaint, including stating the relevant facts and events involved chronologically, together with relevant dates.
2. the issue(s) which you wish to be considered.

If you have several issues, please list these, and provide details of each separately.

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### **The history of your Complaint at the Informal Stage**

Please provide details of how you have raised these concerns so far including:

- a) a description of the steps you have taken to resolve this matter informally, for example by raising it with the relevant staff
- b) details and names of the people with whom you have raised this complaint informally, e.g., your employer or Tutor.
- c) the outcome of the complaint at the informal stage
- d) the reasons why you feel that your complaint remains unresolved.

### **Additional documents**

Please list any additional documents or other evidence you are submitting in support of your complaint.

### **The resolution you seek**

Please tell us what resolution you seek and why you believe this remedy is appropriate.

Please send your complaint to [education@barberjoshop.com](mailto:education@barberjoshop.com)

## DEFINITIONS

### Complaint

A complaint is defined as an oral or written expression of dissatisfaction with an aspect of Barber.josh.o.p Education Ltd services.

#### *Vexatious Complaints*

A complaint may be considered to be vexatious when it may or may not be the latest in a series of requests

and it:

- clearly does not have any serious purpose or value
- is designed to cause disruption or annoyance, or gives rise to disproportionate inconvenience or expense
- has the effect of harassing the company, learners and/or staff
- can otherwise fairly be characterised as obsessive or manifestly unreasonable.

#### *Frivolous Complaints*

A complaint may be considered to be frivolous where:

- it is clear that it is not serious or sensible in content, attitude or behaviour
- there is an absence of clear desire for a sensible or reasonable form of redress.

#### *Malicious Complaints*

A complaint may be considered to be malicious where:

- there is evidence of intention to do harm or mischief
- it is reasonable to assume that the complainant intended to do harm or mischief
- malice may be implied where e.g. it is clear that no redress is sought.

#### *Unsubstantiated Complaints*

A complaint may be considered to be unsubstantiated where:

- after investigation of the complaint where during the course of which the complainant was given full opportunity to provide evidence in support of the complaint, no prima facie evidence has been provided to Barber.josh.o.p Education Ltd.