

# Customer Complaints Policy



August 2021  
Version 2

Further EPAO  
European Business Park, Taylors Lane, Oldbury, B69 2BN  
0845 600 6690  
[assessments@furtherepao.co.uk](mailto:assessments@furtherepao.co.uk)

## **Introduction**

This policy is aimed at any individual or organisation involved in the delivery of a standard where Further EPAO are providing End-point Assessment services including employers, providers and apprentices.

The policy will be reviewed annually unless the need arises for it to be completed sooner.

Whilst Further EPAO strives to ensure that at all times customers, candidates, clients and users of our End-point assessment services will be fully satisfied, we acknowledge that there may be occasions where this is not always the case.

Therefore, in the instance where any party is unhappy with the service we have provided, the following procedure will apply.

How to make a complaint?

### **Stage One**

In the first instance, you should try to resolve any problem or issue at the earliest possibility by speaking with the EPA team. All staff in the EPA department have been trained to provide excellent support to our customers and we try to resolve any issues at this stage.

### **Stage Two**

When writing a formal complaint, we require the following details:

- Full name and daytime contact number of the person making the complaint
- A full description of the complaint including as much detail as possible
- Any copies of documents/evidence relating to the complaint
- Any names of people you have dealt with so far

Upon receipt of a letter of formal complaint, the Director of Business Services will be responsible in ensuring that the complaint is investigated. Within 21 Days of receipt of the letter of complaint, the Director of Business Services will write to the individual explaining the outcomes of the investigation and describing how their grievance will be addressed.

If the complaint cannot be investigated within 21 days, the Director of Business Services will write to the individual stating this and indicating when the investigation will be completed, and a response provided.

Where the complaint is concerning the Director of Business Services, the formal complaint should be addressed to the Director of EPA Operations who will instruct Quest HR to investigate within 21 days.

If the complaint cannot be investigated by Quest HR within 21 days, the Director of EPA Operations will write to the individual stating this and indicating when the investigation will be completed, and a response provided.

If a conflict of Interest was identified with the Director of Business Services investigating the complaint, this would be passed to the Director of EPA operations to investigate under the same timeframes specified above. If a conflict of Interest was identified with the Director of EPA operations the investigation will be carried out by Quest HR under the same time frames specified above.

### **Stage Three**

If the individual is dissatisfied with the outcome of the investigation or the proposed remedial action, they can write directly to Quest HR. They must state the reasons why they are unhappy with the outcome of the original complaint. Quest HR will then investigate and write to the individual, describing the outcomes of their investigation and the final decision within 28 Days of notification of the complaint. If the complaint cannot be investigated within this timescale, Quest HR will write to the individual stating when an investigation will be completed.

Where an individual wishes to make an appeal as a result of a complaint, they must follow the process outlined in our Appeals Procedure.

If any part of a complaint is upheld, an apology shall be made, and we will give full consideration to the improvement of the service and ensure that the failure does not reoccur in the future. We will also identify and correct or mitigate any other individual who has been affected by the same failure.

### **Contacting us**

Stage 1 complaints should be sent to addressed to the Director of EPA Operations [assessments@furtherepao.co.uk](mailto:assessments@furtherepao.co.uk) or call 0845 600 6690.

Formal Complaints should be addressed to the Director of Business Services or the Quest HR (depending on which stage you are at):

Director of Business Services –

[jemma.sutton@furtherepao.co.uk](mailto:jemma.sutton@furtherepao.co.uk)

0845 600 6690 6455

Further EPAO, European Business Park, Taylors Lane, Oldbury, B69 2BN.

Quest HR

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