



National Plant Vocational Skills Limited Feedback and Complaints Policy

Purpose

NPVSL is committed to meeting and exceeding our customer care standards whilst providing high quality products and services

NPVSL therefore always welcomes comments, suggestions and feedback on the service you have received from us, whether positive or negative. NPVSL aims to settle any expression of dissatisfaction fairly and quickly.

This policy does not cover any enquiries about NVQ assessment decisions as this is covered separately by our Appeals Policy. Should a complaint be received which is in fact an enquiry on appeal we will refer you to the appropriate procedures.

How to make a complaint

We will try to resolve most complaints and grievances informally. However, if you are not satisfied with the service you have received from NPVSL you may send a complaint to the Centre Manager Sharon Crowther in the first instance. However, if that person is the subject of the grievance the grievance should be made to the Chief Executive Stanley Chapman.

Feedback or complaint can be made by telephone, in writing, by email or through the website contact facility.

Any complaint made by any method to NPVSL will be dealt with in the following way:

On receipt of complaint

An acknowledgement of receipt of any complaint will be made within 2 working days and we will aim to investigate the complaint within 10 working days. If the complaint is more complex it may be necessary to extend the investigation period to 30 days. If this is necessary you will be notified of the need to extend.

At the end of the investigation NPVSL will provide a written confirmation of the complaint.

Confidentiality and whistle blowing

All complaints received will be dealt with confidentially and in accordance with the Data Protection Act 1998.

Whenever making a complaint it is usually better to reveal your identity and contact details to us. However, if you wish to remain anonymous please inform us that you do not wish for us to divulge your identity. If you wish to remain anonymous we will investigate such complaint in line with our whistle blowing policy and any other relevant legislation.

What if I am dissatisfied with the decision?

If you are dissatisfied with the decision you may appeal within 20 working days of being notified of the decision. Please refer to our appeals policy for this.

NPVSL reserve the right to cease correspondence with a complainant where we believe, in our reasonable opinion, the continuous contact is vexatious or abusive.

Review Arrangements

We will review the policy and associated procedures annually as part of NPVSL self-evaluation arrangements and when necessary in response to customer, learner or regulatory feedback.