



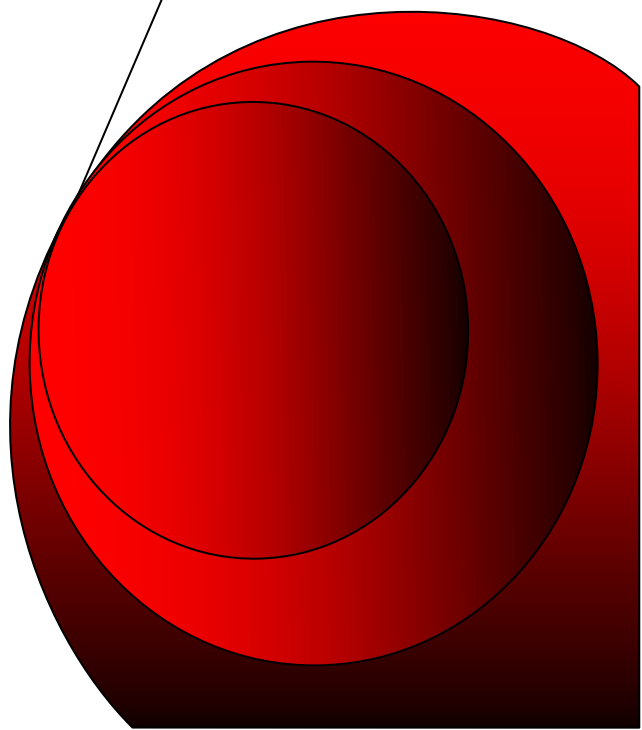
Uncontrolled if printed

Complaints

CP/ERS/R1.0

A handwritten signature in black ink, appearing to read 'P. Williams', with a horizontal line extending to the right.

Written by Paul Williams
01/01/2025



1. General

The procedure aims to give guidance to employees, customers and candidates who wish to make a formal or informal complaint about a service or individual either direct or indirectly employed by ERS Ltd, or an employee of a customer attending our centre.

2. Informal complaints

Any individual wishing to make an informal complaint regarding ERS Ltd, an employee of ERS Ltd, a sub contractor of ERS Ltd and or an employee of one of ERS Ltd's customers should bring the matter in the first instance to the attention of the course tutor. In the event that bringing the matter to the attention of the tutor will heighten the situation, or if the individual feels they are unable to discuss the matter with the tutor then the following sequence must be put in place:

- ☑ The individual must speak to the office manager
- ☑ An entry made in the complaints log giving
 - o Date of the complaint
 - o Name of individual or company to whom the complaint refers
 - o Nature of the complaint
- ☑ The entry discussed at director level
- ☑ Response given within 7 days
- ☑ Follow up

ERS Ltd will endeavour to resolve any issues via this method

3. Formal complaints

Any individual wishing to make a formal complaint regarding ERS Ltd, an employee of ERS Ltd, a sub contractor of ERS Ltd and or an employee of one of ERS Ltd's customers should bring the matter in the first instance to the attention of the course tutor. In the event that bringing the matter to the attention of the tutor will heighten the situation, or if the individual feels they are unable to discuss the matter with the tutor then the following sequence must be put in place:

- ☑ The individual must speak to the office manager
- ☑ An entry made in the complaints log
- ☑ A letter of the complaint be submitted with the following details
 - o Date of the complaint
 - o Name of individual or company to whom the complaint refers
 - o Nature of the complaint
- ☑ The entry discussed at director level
- ☑ Response given within 7 days
- ☑ Follow up

4. Appeals

EUSR

To file a complaint with EUSR, you can follow these steps:

- Visit the EUSR Complaints Policy page to understand the process and what information is required.
- Fill out the EUSR Complaint Form, which can be found on their website.
- Provide detailed information about your complaint, including relevant dates, parties involved, and supporting evidence.

- You can also contact EUSR directly for assistance at complaints@euskills.co.uk or call 0121 745 1310.

For more detailed guidance, refer to the official EUSR complaints policy

CABWI

- CABWI has a formal complaint procedure that includes a written response to complaints.
- If you have a grievance against a center regarding a qualification, you must first follow the center's appeals procedure.
- You can contact CABWI directly for inquiries or assistance regarding their services.
- For appeals, you can submit a written appeal to the Chief Executive Officer within 10 working days of receiving CABWI's original response.

For more detailed information, you can visit the official CABWI website.

CABWI Awarding Body

cabwi.org.uk

6 Bevis Marks, London EC3A 7BA

020 7469 2641

QUALSAFE

Email your complaint, including as much information as possible, to:

complaints@qualsafeawards.org When the email is received, we send you, the complainant an acknowledgement email within 2 working days and log the complaint on our systems. We review the complaint details and, if required, we may ask for further information. Once we have reviewed the complaint details, we carry out an investigation, we will try to complete it within 10 working days. If we are unable to complete our investigation within 10 working days, we will update you on our progress and provide an indication of when we hope to complete the investigation. Once our investigation is complete, we will issue a formal response to you indicating whether the complaint has been upheld or not and providing reasons for the decision. We may also inform any other stakeholders who have been affected by the outcomes of the investigation. We record all complaints received and review the details to establish if changes or improvements could be made to our services to prevent similar situations occurring

If you have any queries about the contents of the policy, contact our customer service team: Tel: 0330 660 0899* / 01274 381414 Calls may be recorded for training and quality purposes. *Costs to call this number will vary depending on your phone company's access charge. Email: info@qualsafeawards.org