

At safeagent the service we offer to you is important to us. We value customer feedback and take every opportunity to improve the way we work and the service we provide. We thoroughly investigate every complaint we receive and respond to them as quickly as possible.

Safeagent will:

- Log all complaints and keep copies of all correspondence for a minimum of 18 months
- Provide a thorough investigation of all complaints
- Record and review all feedback if a customer does not wish to make a formal complaint

If you feel that you have a complaint about safeagent, the following procedure is in place to help you resolve it.

NOTE: If your complaint is regarding an **assessment decision, or decision regarding special considerations or reasonable adjustments**, please also see our separate **Appeals** policy which can be found on the learning platform.

Stage 1

Please use our online form, which can be accessed [HERE](#), stating the reasons for your complaint. You will receive an acknowledgement within five working days of our receipt of your complaint. An investigation will be completed by the Head of Learning & Development [HoLD] where the complaint relates to any part of safeagent's services for the delivery of our qualifications. A complaint relating to any other part of safeagent's business will be directed to the relevant department for investigation, who will acknowledge receipt within 5 working days. A full response to your complaint will be given within ten working days of the acknowledgement of your complaint.

If the nature of your complaint is such that we need further time to consider it, we will contact you and let you know the reason for the delay.

The individual investigating the complaint will:

- gather or receive appropriate evidence [including the initial completed Report Form, any witness statements etc.]
- establish the facts and determine, with due attention to all available evidence, the appropriate response
- identify the cause/s of the complaint and those individuals involved
- respond to the complainant within the required timescale and advise of any further actions

Stage 2

If you are not satisfied with the outcome of your complaint at Stage 1 you can refer the matter to safeagent's CEO/Responsible Officer [RO] using the online form or by post to the address below. You should outline the reasons you are not satisfied with the response to your complaint.

Your complaint and the response sent at Stage 1 will be reviewed and you will be notified of the decision within the same timescales as outlined in Stage 1 above.

safeagent
Pure Offices
Cheltenham Office Park
Hatherley Lane
Cheltenham
GL51 6SH

Stage 3

If you remain unhappy with the way that your complaint has been handled, you can ask for your complaint to be escalated to the Designated Board Member [DBM] for Awarding Organisation functions for a review of the investigation process. A request for escalation to the DBM is the final step in our complaints procedure and the response to that is final.

Unacceptable behaviour

- Safeagent will treat everyone politely and with respect and, in return, we expect our staff to be treated respectfully and we do not tolerate abusive or threatening behaviour whether written or spoken
- We are an inclusive organisation. We do not tolerate discrimination on the grounds of gender, race, religion, sexual orientation, disability, ethnicity or age
- We reserve the right to stop communicating with anybody who is unable to uphold these principles

This policy will be reviewed in August 2024 by the Head of Learning & Development.