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OUR POLICIES Complaints Policy

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and employees, working in an open and accountable way that builds trust and

must be followed.

Policy Statement

process.

respect. The ways in which this can be achieved include: continuing to improve the services offered listening and responding positively to the views of learners, customer and

Dark Olive CIC is committed to providing a quality service for learners, customers

This policy is provided for Dark Olive CIC customers, learners and staff members

arrangements. This policy will also be revised as and when necessary, in response

This policy is available for all staff members, third parties and learners to access.

Each staff member involved in the management, delivery, assessment and quality

assurance of qualifications offered by Dark Olive CIC, shall be made aware of this

policy during their induction period of employment. Learners undertaking Dark

Olive CIC qualifications shall be informed of this policy during their induction

who are using or delivering qualifications offered by Dark Olive CIC.

Dark Olive CIC will review this policy annually in line with self-assessment

to customer and learner feedback or good practice guidance issued by an

employees

awarding organisation or other regulatory body.

- ensuring all complaints are investigated and any mistakes made are put right.

Statement of Principles

anyone wishing to make a complaint have the opportunity to do so

Dark Olive CIC aims to ensure that:

- all complaints receive a response all complaints are dealt with promptly, politely and confidentially
- lessons are learned from any complaint

concerns or complaints will be resolved quickly and professionally.

Dark Olive CIC recognises that concerns may be raised informally. Any informal

An informal approach to dealing with a complaint may be appropriate; however, if concerns are not satisfactorily resolved, then the formal complaints procedure

Definition: A complaint can be defined as 'any expression of dissatisfaction that requires a formal response'.

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

acknowledge any formal complaints in writing

respond within the stated period of time

Dark Olive CIC responsibilities are to:

- deal reasonably and sensitively with any complaint and take action where appropriate
- Confidentiality: Except in exceptional circumstances, every attempt will be made

However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality, (with each complaint judged on its own

to ensure that both the complainant and Dark Olive CIC maintain confidentiality.

merit). Should this be the case, the situation will be explained to the complainant.

If a complaint is unable to be resolved informally, the complainant should write/email the complaint to the Director. The letter/ email of complaint should set

the nature of the complaint.

Complaints Procedure

out the details of the complaint, the consequences for them as a result and the

Stage One

remedy they are seeking. Complaints will be acknowledged within two working days of receipt of the complaint. All complaints will be investigated by the relevant Director. As part of complaint investigations, the investigator may undertake interviews with

the relevant people involved. A complainant will be informed of the investigation outcome and decision within ten days of a complaint being acknowledged. This may be extended, depending on

Stage Two

A member of the **Board** will acknowledge a complaint review request within two working days of receipt of the request.

Dark Olive CIC aims to resolve all matters as quickly as possible, however, some

issues may be more complex and therefore may require up to ten days to be re-

If a complainant is not satisfied with the outcome of a complaint, they can write to

a member of the Board at Dark Olive CIC and ask for the outcome to be reviewed.

investigated. A complainant will be informed if any complaint investigation is to take longer than ten days. They shall receive an interim response describing what is being done to

deal with their complaint and when they can expect a full reply.

The outcome of a complaint review request will be given in writing to a complainant.

If a complainant is dissatisfied with the subsequent reply from Dark Olive CIC

review their complaint. The member of the **Board** will have the final decision on any

(stage two) they have the option to contact another member of the **Board** to

complaint made to Dark Olive CIC. If a complainant is still dissatisfied with the outcome of their complaint at this final

final stage (stage three) outcome will be upheld.

complaints received, in line with their own Complaints Policy.

three, by the member of the **Board** will be final and ending.

Stage Three/ Final Stage

to their complaint. This is if their complaint is in regards to a specific qualification assessment decision or quality assurance issue within Dark Olive CIC.

If a complaint is in regards to a Dark Olive CIC business decision or process, the

stage, they may be able to contact a relevant awarding organisation with regards

All documents relating to a complaint must be saved and stored securely at Dark Olive CIC. Awarding organisations must be given access to information or documents relating to complaints when requested.

The relevant awarding organisation will undertake an investigation into any

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If the complaint is not related to an assessment judgement or quality assurance

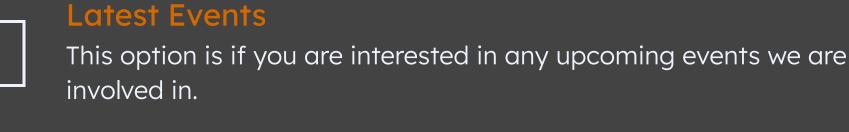
issue, the Member of the **Board** will have the final say. All decisions made at stage



Get Involved

What we do with your data can be found here: Privacy Policy

Training



Get Involved

Training

This option is if you are interested in working with Dark Olive. This may be on our own events or contracted in services.

This option is if you want to be kept informed about our training academy. This is suitable for those wanting to learn new skills or are interested in delivering a workshop for us.





News

First Name

Darren

Last Name

Knipe

Latest Events

darren@darkolive.co.uk

Email

✓ info@darkolive.co.uk

Little Graig, Llanfair Waterdine, Shropshire LD7 1TS





Policies

Forms

Registered number 10187314