

## EuropeActive Complaints Policy

### Introduction

This policy document explains EuropeActive's complaints procedures intended for our Training Providers, students and any other interested person or member of the public who wish to raise any concerns in relation to the delivery of qualifications approved by EuropeActive.

### Our Responsibilities

EuropeActive are committed to providing a high quality service for our Training Providers and their students.

All complaints will be dealt with promptly and in a courteous and balanced manner, having respect to all those who lodge a complaint and without recrimination or any disadvantage.

All complaints will be dealt with in confidence and we will respect any complainant who wishes to remain anonymous, although we would advise that this could have a detrimental effect on the investigation and dilute the evidence provided.

We will advise any complainant that the details of the complaint will be made available to any person or persons, the subject of the complaint.

The Director of the Professional Standards Committee will be responsible for the management of this Complaints Policy.

### Extent of Complaints Procedure

The procedure regarding complaints deals with, but not exclusive to, matters arising from:

- Delivery of qualifications for vocational and educational training including overall course structure, programme delivery and induction process, assessment, student materials and manuals, progress reviews and student support during the educational programmes
- Incorrect or misleading information regarding any service provided by the Training Provider
- Evidence of any suspected malpractice and/or maladministration
- Deliberate failure on the provision of supporting services by the Training Provider
- Unacceptable actions or behaviour by the Training Provider staff and/or other students at the satellite or host centre

### Method of Complaint

All complaints **must** be made in writing to The Director of the Professional Standards Committee.

A complaint can only be made by the person affected or by someone on their behalf.

Details to include full name of complainant, contact details including a daytime telephone number and preferred e-mail address. A full statement of the complaint including dates, times, location and if possible names of witnesses or potential witnesses and any corroborating evidence including documentary evidence.

### How do we deal with your Complaint?

We aim to respond to the complaint within 48 hours. However, we will acknowledge receipt of your complaint in writing within 5 working days, providing details of the person responsible (in the case of a formal procedure, the investigating person) for dealing with your complaint.

We aim to resolve all complaints within a set time scale that we believe to be reasonable given the circumstances and details of the complaint, either informally or formally, but recognise that in extenuating circumstances the investigation could take longer than initially anticipated. We will offer support for all those involved in a complaint.

### **Informal resolution of complaints**

Most complaints are usually resolved amicably through discussions and communication between the complainant and those affected by the complaint, depending on the seriousness of the complaint. This means that we will act as intermediary to ensure that a satisfactory resolution has been achieved.

The initial complaint **must** be made in writing to which we will respond accordingly.

If the complainant is dissatisfied with the overall resolution, we will then offer support on the more formal procedure and the nomination of an investigating person to manage this procedure.

### **Formal procedure**

A formal complaint **must** be made in writing to which we will respond accordingly, providing details of the person investigating the complaint.

The investigating person will respond within 5 working days in writing and this will include information about the complaints procedure and any advice and assistance available.

It is advisable that details of complaint are provided as soon as perceivably possible after the incident, the subject of the complaint, has occurred, as any delay in reporting the incident, could seriously affect the outcome of the investigation. The investigating person will provide you with details of the anticipated length of the investigation, having regards to a number of factors, including interviewing the person affected, the respondent, interviewing any witnesses, contacting any third party for further information and reviewing any circumstantial evidence that could be regarded as corroborating evidence.

In extenuating circumstances the investigation could take longer than initially anticipated and the complainant will be advised of the need for a longer period and be kept informed of the progress.

The investigating person will record the outcome of the complaint and either arrange an appointment face to face or on-line via Skype/GoToMeeting to deliver the outcome or notify the complainant in writing within 48 hours of the final decision being made. This will include a history of the complaint, who was involved, any action taken to investigate the incident, a summary of findings, whether the complaint is upheld/partially upheld/not upheld, any recommendations for further action if applicable and information regarding the next stage of the procedure, if appropriate.

All outcomes will be confirmed in writing to all those involved within 10 working days of the final decision being made.

### **The legal details**

We will ensure that all investigations are conducted in a legal and professional manner and will consider the following legal statements as a result:

Evidence of opinion must be based on some degree of value attached to it and the investigating person has to consider whether it is safe and proper to attach weight and significance to the evidence, if it does offer any, having regard to the principle objective.

Evidence of fact can be accepted if the witness has some specific expertise on the subject matter commented upon.

In deciding matters of fact, the burden of proof lies with the investigating person and the standard of proof is the balance of probabilities (i.e. that the evidence establishes that something is more likely, or probable, to have occurred than it did not occur).

The decision made will be final but this does not affect an individual's legal rights.

A record of all complaints will be retained for a period of 6 years from the date of the initial complaint being made.