

Policy

Agile Group is dedicated to providing high quality delivery of products, services and customer satisfaction. However, it recognises that, on occasion, clients', candidates or their sponsors may feel dissatisfied with matters relating to the delivery, assessment or in the administration of the programme(s) that we provide as an accredited centre. All complaints will be processed through Agile Group internal complaints procedure. If, at the end of the procedure, the candidate, client or sponsor is still dissatisfied with the decision, they may then take their appeal to the appropriate awarding body.

Centre Procedures

There are some issues which we are unable to investigate under awarding body regulations. These are:

- decisions which have been formally notified to the candidate more than six weeks before the appeal is lodged with our organisation
- actions taken before receipt of a candidate's enrolment details at awarding body's central office
- matters under consideration under an employer's disciplinary or grievance procedures
- matters involving another awarding body e.g. ILM/City & Guilds, Edexcel etc.
- matters involving points of law

Agile Group provides candidates and their sponsors with opportunities to discuss delivery, assessment and administrative issues with colleagues in an informal way.

Agile Group would always encourage their customers to discuss any complaint with their usual contact, to assess the severity of the grievance, as it may be possible to correct the problem without the need to activate the formal process.

If you still feel the need to make a formal complaint, then please inform us in writing, with as much detail as possible. If relevant, include dates, times, venue etc. We aim to resolve any complaint within 4 weeks.

Email: Pete Stevens - Director
Naomi Lawton - Head of Centre

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Document Title	QA- P 9 Agile Group Complaints Procedure	Version and date of issue	V6 10/01/2018
Review Date	21/05/2024	Next Review Date	21/05/25
Policy by	P Stevens/L Clarke reviewed by N Lawton Centre Lead		

What will happen next

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will not include staff who are involved with your programme, except for evidence gathering.
3. We will invite you to a meeting to discuss and hopefully resolve your complaint. This will occur within 14 days of sending you the acknowledgement letter.
4. Within 3 days of the meeting, we will write to you to confirm what took place and any solutions that have been agreed.
5. If you do not want a meeting, we will send you a detailed written reply to your complaint with suggestions as to how it may be resolved.
6. If you are still not satisfied, and your complaint is related to an awarding body or its programmes, then we will provide you with their contact details. You may then contact them directly to see how they are able to help resolve the issue.

Pete Stevens
Director

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