

LIFT AND ESCALATOR INDUSTRY ASSOCIATION

QCF COMPLAINTS POLICY

The aim of this policy is to communicate the commitment of the Lift and Escalator Industry Association (LEIA) to support the right of our Training Providers, learners and all interested parties who encounter a direct or indirect service from LEIA, to complain about the services and support offered by us in relation to QCF qualifications.

This document details the policy and procedure to ensure that complaints are dealt with in a thorough and equitable manner.

Criteria

This policy covers complaints from Learners, Training Providers and employers with regard to the services offered by LEIA in relation to QCF qualifications.

Scope

This policy covers complaints from Learners, Training Providers and employers in relation to the services offered by LEIA. It is not to be used to cover appeals in relation to decisions made by LEIA. This area is covered by our Appeals Policy. Should a complaint be submitted which is in fact an enquiry or an appeal we will inform the relevant party that the issue is being considered in accordance with our Appeals policy.

If you suspect malpractice may have occurred you should send your concern to us in accordance with the arrangements in our Malpractice Policy.

Complaints

You should complain in writing, normally within one month of the event you are complaining about and address it to us at the address given below.

When you contact us, please give us:

- Your full name, position, contact details including a daytime telephone number along with:
 - a full description of your complaint (including the subject matter and dates and times if known);
 - the name(s) of the person(s) who are the subject of the complaint;
 - a precise statement of the nature of the complaint;
 - supporting documentation relevant to the complaint;
 - any informal steps that have been taken to date to resolve the issue eg phone calls.

LEIA Action

Subject to receiving contact details, we will acknowledge receipt of your complaint within 48 hours. Normally, your complaint will be dealt with by the LEIA Safety and Training Manager, unless circumstances dictate otherwise.

We aim to investigate the complaint within 20 working days. If your complaint is more complex, or involves people who are not available at the time, we may extend this to 40 working days. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we shall write/ email to inform you of our decision. We will correspond with complainants only within the normal business hours of 9.00am-5.00pm.

If any part of your complaint is upheld we will of course apologise and give due consideration to how we can improve our service and arrangements - for example, by reviewing our procedures to assess the impact on our processes (if relevant) or arranging for staff training.

In situations where a complaint has been successful we will take actions as appropriate such as:

- (a) identify any other learner who has been affected by that failure,
- (b) correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- (c) ensure that the failure does not recur in the future.

What if I am not happy with the reply?

If you are dissatisfied with the decision, you may follow our Appeals procedure. See LEIA document LEIA QCF Appeals Policy QCF-AppPol.

If you are not completely satisfied with our final response you can refer your complaint to the Awarding organisation EAL in writing to EAL Appeals, Excellence, Achievement & Learning Ltd, 14 Upton Road, Watford, Hertfordshire WD18 0JT, within 20 working days of the centre co-ordinator's judgement being communicated.