



Know Your Potential Consultancy Ltd

KYP FORMAL COMPLAINT FORM & GUIDANCE NOTES





It is the policy for KYP to resolve as quickly and as possible any complaint a learner may have, as an individual, about their experience of any services provided by KYP as a training provider.

KYP CANNOT investigate complaints that are made anonymously.

These procedures do not relate to exceptional Mitigating Circumstances (e.g. illness) or if you are appealing a decision made by the Board of Examiners.

Q. How to raise an issue and make a complaint?

A. In the case of any cause for complaint, as a first step, the learner should normally seek to resolve it with the appropriate KYP Assessor or other individuals within their workplace. This can be in the form of a letter or email. A learner/learner should make this initial approach as soon as possible so KYP can provide a more robust and cohesive support the complaint.

However, if the complaint cannot be resolved by this informal approach then the learner has the right to use the formal complaints procedure and form below.

Q. Where do I go, what can I do ?

A. If you remain dissatisfied with the action you should complete the Formal Com-plaints Form and return it to KYP administration (QCM review) who will raise the matter with the relevant personnel.

Note: A learner must submit a complaint within three months of the incident, event or matters over which a complaint is being raised. KYP will not consider complaints made outside of the three months period.

Q. I study with a partner organisation, what do I do?

A. In the case of any cause for complaint, as a first step, the learner should normally seek to resolve it with the organisation. You must normally follow and complete the KYP formal complaint procedures in the first instance.

If at the end of this process your complaint has not been resolved, then the learner has the right to use KYP Procedure and the form below to request that KYP considers the matter further.

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Q. What happens after I hand my formal complaint in?

A. KYP will acknowledge receipt of the complaint and will forward the complaint to the appropriate Head of Department within three working days.

After reviewing the case, may identify simple and remedial action which may be taken to remedy the complaint to the satisfaction of the learner. In such cases, KYP will propose such action in writing to the learner and submit a report to administration.

In cases where simple and remedial action cannot be taken, the complaint will be investigated by QCM. KYP may complete the investigation based upon the written submission submitted by the learner and meeting the other parties to the complaint. QCM may want to meet with the learner to discuss their complaint in more detail. This meeting should be arranged within ten working days of receiving the complaint. At this meeting the learner may be accompanied by a representative, who may participate in the proceedings. Other parties to the complaint may also be invited to attend the meeting at the discretion of the QCM

If the complaint is considered justified you will be informed of the action taken to resolve or redress the complaint. If the complaint is not upheld, you should receive an explanation of the reason for this decision.

Q. What happens if I am not happy with the outcome in the initial stage ?

A. If you remain dissatisfied with the outcome of your complaint you may request a final internal review of the complaint by writing to the Complaints and Appeals Officer within 10 working days of receiving the outcome of the initial stage's investigation.

The Administration KYP will acknowledge receipt of the request to review a complaint within three working days and forward the complaint to the relevant person to review the complaint

Within 10 working days the QCM will review the complaint and the associated evidence. The outcome of the review will either be:

- There are no grounds for taking the matter further in which case the Complaints & Appeals Officer will advise you in writing and issue a Completion of Procedures letter.

or

- That there is merit to the case which could be easily remedied in which case it will be referred to the Head of Department who will be asked to review the complaint and respond within 10 working days.
- There are grounds for a consideration and further review where appropriate. In this instance a Complaints Committee will be convened within 20 working days, if this is not possible you will be kept informed in writing of the progress. The outcome of the Committee will be sent in writing by administration to all parties within 10 working days of the decision. If the complaint is justified you will be informed of the action taken to resolve or address the complaint if the complaint is not.

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Stage 2 of the Complaints Procedures forms the final stage of the procedure. You will be issued with a Completion of Procedures Letter. Please complete the Formal Complaints Form below.

A learner who is not satisfied with the outcome of this Learner Complaints Procedure may request a further review of the case.

Q. Where can I go for advice regarding my complaint?

A. If you have any queries about submitting a complaint or the complaints procedure, in the first instance please contact KYP on **03300564457**

Formal Complaints Form

As part of the investigation of your complaint, any member of staff mentioned will be made aware of the complaint, as will the QCM.

Part 1: Your Details	
Full Name	
Health and Social care setting	
Apprenticeship Standard	
Contact name and address	

Part 2:
2.1 Does the complaint relate to KYP as a training provider? If YES - Go to 2.2 If NO - Go to 2.3
2.2 Have you attempted to resolve the complaint informally with your designated Assessor and Internal Quality Assurer -IQA? If YES - Go to Part 3 If NO - Please refer back to KYP admin office for informal resolution

continued



2.3 Have you followed and completed the Training provider complaint procedure?

If YES - Go to Part 3

If NO - Please refer back to the KYP route to complete their complaints procedure before proceeding to make your formal complaint.

2.4 Does your complaint relate to admission on the Apprenticeship standard route delivered by KYP as a training provider?

If YES - Contact admin@kyptraining.com for advice as these complaints are dealt with under a different process. (agreement with Health care provider)

If NO - Continue to Part 3.

PART 3: Nature of the Complaint:

Please detail below the nature of your complaint setting out the context in which it arose and including details of incidents or events if appropriate. Copies of relevant documents should also be included (please continue on a separate sheet if necessary):

Please set out what action you have taken to date to resolve your complaint informally and attach copies of any relevant correspondence:

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Please explain why you are not satisfied with the response you received at the informal stage:

Please indicate what action you wish to see taken to address your complaint:

I confirm that I have read and followed the Learner Complaints Procedure and this complaint is submitted after the informal stage of the Complaints Procedure has been completed. I understand that in order to investigate the complaint fully, any KYP member of staff mentioned in the complaint will be made aware of the issues raised and will have an opportunity to comment on them.

For learners studying with a training provider

I give my permission for my training provider who has considered my complaint to release a full copy to KYP training provider:

Signature

Date:

Please ensure appropriate documentary evidence is enclosed in order for your complaint to be considered further.

For your own records, please ensure you keep a copy of the Complaint Form and any other documentary evidence.

Complaints should be sent to:

Complaints & Appeals Officer
Know Your Potential Consultancy Ltd
39 Anglo House
Worcester Road
Stourport on Severn
DY13 9AW
03300564457
admin@kyptraining.com



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