

Complaints Policy

Policy

We welcome complaints and value your feedback; we use all feedback to monitor and improve our service to all of our customers. All complaints will be handled efficiently and sensitively.

Definition

A complaint is defined as an expression of dissatisfaction with an Energy & Utility Skills product or service:

- Provisions of the Energy & Utility Skills service and offerings affecting our customers (such as trainers, examiners, instructors, administration, employers and stakeholder groups)
- Action or lack of action by Energy & Utility Skills staff
- Standards of service, courses or facilities provided by Energy & Utility Skills

Details of your Complaint

To enable us to respond to your complaint efficiently, we need you to provide us with as much information as possible:

- Your contact information – name, address, email address and telephone number
- Your EUSR number (if relevant)
- The employer or training provider name (if relevant)
- The Energy & Utility Skills Scheme name (if relevant)
- A clear description of your complaint
- Copies of any relevant or associated paperwork

Confidentiality and whistleblowing

All complaints will be treated with respect and handled seriously and sensitively with due consideration to all parties involved to all related legislative requirements.

Anonymous complaints will be logged and the decision whether to investigate or not will be made on an individual basis. It is always preferable for names to be given but if you are concerned about possible adverse consequences of your complaint, you can request us to not divulge your identity.

We will not normally investigate complaints which are received more than six months after the incident or occurrence took place.

We will investigate complaints from whistle-blowers in accordance with relevant whistle-blowing legislation.

Process

Our complaints process is for registered individuals on Energy & Utility Skills schemes, any existing or prospective trainer, examiner and instructors or employer or customer who seeks or receives a service from us; it also extends to anyone who may be directly affected by our services or activities.

We encourage complaints to be made to us in writing as this helps us to ensure that all points are understood and to help us identify who is best placed within Energy & Utility Skills to respond.

email:

complaints@euskills.co.uk

phone:

0121 745 1310

We encourage complaints to be made at an early stage of dissatisfaction or grievance so matters can be discussed informally and any misunderstandings resolved quickly.

We reserve the right to cease responding to any complaint if the complainant or correspondence is, in our opinion, abusive, vexatious or frivolous.

We aim to:

- acknowledge receipt of your complaint within 2 working days of receipt, informing you who will be responding on our behalf (usually a department manager or head)
- provide a full response within 5 working days; if the complaint or the issue(s) raised are more complex or involve staff who are unavailable, it may take a little longer to investigate and if this is ever the case we will let you know and keep you informed on the progress of our response.

Unresolved complaints

On occasions a complainant may not be satisfied with our response and if this is the case, then the complainant should write to our Head of Registration Services at the address above. In such cases the original response will be reviewed on the basis that:

- If it is felt that the complaint or issue(s) have been fully addressed, the complaint will be closed
- If the response did not fully deal with all the points raised in the original complaint, a fuller response will be given
- If further evidence or related issues come to light, the complaint will be reopened and investigated further
- The Head of Registration Services will provide a final response within 10 days