



Complaints Handling Policy

1. Objective of the policy

Assured Learning wants to maintain and enhance our reputation as a high quality, customer-centric, Chartered Health and Safety Consulting service. We are committed to promptly resolving any complaints as they arise as this assists us to improve our services.

Assured Learning is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving any complaint as quickly as possible. This policy has been designed to provide guidance to both our customers and staff on the manner in which Assured Learning receives and manages your complaint. We are committed to being consistent, fair and impartial when handling your complaint.

The objective of this policy is to ensure:

- You are aware of our complaint lodgement and handling processes
- Both you and our staff understand our complaints handling process
- Your complaint is investigated impartially with a balanced view of all information or evidence
- We take reasonable steps to actively protect your personal information
- Your complaint is considered on its merits taking into account individual circumstances and needs.

2. Definition of a complaint

In this policy, a complaint means an expression of dissatisfaction by a customer relating to any service provided by us.

3. How a complaint can be made

If you are dissatisfied with any of the services provided by us, you should in the first instance consider speaking directly with the staff member/s you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a complaint with us in one of the following ways:

- By completing a [feedback form](#) on our website
- By telephoning us on 0121 769 1796
- By writing to us at Assured Learning Services Ltd, Unit 4, Great Barr Business Park, Baltimore Road, Birmingham, West Midlands, B42 1DY
- By emailing us at hello@assuredlearning.uk
- In person by speaking to any of our customer service staff. If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

4. Information to include

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details
- The name of the person you have been dealing with about your enquiry
- The nature of the complaint
- Details of any steps you have already taken to resolve the complaint
- Details of conversations you may have had with us that may be relevant to your complaint

5. Recording Complaints

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

If you lodge a complaint we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

Where a third party or subcontractor was involved in the delivery of your services, we may be required to speak with them to fully investigate your complaint.

6. Our six point complaints process

We acknowledge:

Within five business days of receiving your complaint, we will acknowledge receipt of your complaint.

We review:

We undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.

We investigate:

Within 10 business days of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your complaint.

We respond:

Following our investigation we will notify you of our findings and any actions we may have taken in regards to your complaint.

We take action:

Where appropriate we amend our business practices or policies.

We record:

We will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

This Policy is approved and signed on behalf of the firm.

Signed:

A handwritten signature in black ink, appearing to read 'Jaz Azam', written in a cursive style.

Jaz Azam CMIOSH, MCIQB – Company Director
OSHCR Registered Consultant

Dated: 1st February 2023

Review date: 1st February 2024