

## **motive8 IQ - Complaints Policy**

This document sets out motive8 IQ's complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from motive8 IQ. We value our learners who undertake our courses and workshops and therefore value any feedback provided and aim to resolve any complaints/concerns as swiftly as possible.

motive8 IQ aims to provide the highest quality learning opportunities and services. However, we acknowledge that at times our service to customers may fall short of the standards we set ourselves. The following Complaints Procedure outlines the action which may be taken if you are affected by such circumstances. This reflects our commitment to provide a fully comprehensive and student centred service.

motive8 IQ are of the understanding that complaints provide valuable feedback so that we can improve our service and reduce the incidence of further issues arising. There are no negative connotations from a complaint, in this regard we welcome complaints to help us improve our provided learning experience. Additionally, if the service received was exceptional, we welcome this feedback also to reinforce best practice.

This policy covers complaints that learners and members of the public may wish to make in relation to the qualifications offered by Motive8 IQ .

It is not to be used to cover enquiries about services offered by motive8 IQ or appeals in relation to assessment decisions made by motive8 IQ. These areas are covered by our Appeals Policy, please contact the motive8 Head Office or your Course Tutor for a copy of this policy should you require it. Should a complaint be submitted which is in fact an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our Appeals Policy.

If you are unhappy about the way an examination or assessment was delivered and conducted and you suspect malpractice and/or maladministration may have occurred you should send your concern to us in accordance with the arrangements in our Malpractice & Maladministration Policy. This should occur as soon as possible to protect any associated evidence that may form part of your complaint.

### **motive8 IQ Responsibility**

We advise that our staff and learners involved in the management, assessment and quality assurance of our qualifications, are aware of the contents of this policy and that motive8 IQ has a complaints handling procedure in place to deal with complaints from learners about the services they receive from us.

### **How Should I Complain?**

#### **Stage 1 - immediately/while on the course or workshop**

This stage may resolve the matter most quickly and efficiently.

Speak with the tutor/assessor or relevant manager (e.g. Sales Manager if the complaint is with a course booking) who will be required to keep notes of the information discussed (and stored

for a later date) and try to resolve the matter quickly and efficiently with discretion, tolerance and sensitivity to the subject matter.

If their response is not satisfactory, or you are not comfortable discussing the complaint with this party, you can proceed to stage 2 of the process.

### **Stage 2 - within 30 days of the end of the course/workshop**

You can write to the Course Manager (Jenny Cromack) directly at

Motive8 Head Office, 65 High Street, Teddington, TW11 8HA

Or email [info@motive8iq.co.uk](mailto:info@motive8iq.co.uk) directly stating 'Complaint dated ..... regarding....' in the subject header. Marked for the attention of Jenny Cromack.

The information should include:

- a) Your name, address and course code/registration
- b) A brief written description of the complaint/issue with key dates/names/incidences
- c) Suggestions on how the problem can be rectified/improved for future

You will receive, within 5 working days by post or email, confirmation of receipt of your complaint.

Within 30 days an investigation will be performed and a response regarding the complaint will be provided to you.

Each complaint is handled individually based on the information received in the letter and will be resolved using this criteria too. A complaint can be made anonymously, but further investigation and individual response may not be possible.

You may proceed to stage 3 if you are still unsatisfied with the response received in Stage 2.

### **Stage 3 - within 30 days of response to Stage 2**

You can write to Sarah Cleland-Smith (Director)

Motive Head Office, 65 High Street, Teddington, TW11 8HA.

The information needs to include

- a) A copy of the correspondence thus far
- b) Your reasons for appealing

After you have made your complaint you will receive written acknowledgement within seven working days. Your complaint will be fully investigated. You will receive a written response within 28 days.

If you are dissatisfied with the outcome you should proceed to stage 4.

## Stage 4

If your complaint cannot be resolved internally, you will need to take the complaint to external bodies including in no particular order:

Active IQ  
Skills Active  
Ofqual

### What happens if my complaint is upheld?

If any part of your complaint is upheld we will of course respond to the complainant accordingly 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 arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation following notification from Active IQ indicates a failure in our processes, motive8 IQ will give due consideration to the outcome and will, as appropriate, take actions such as:

- identify any other learner, who has been affected by that failure
- correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- ensure that the failure does not recur in the future
- compensate the learner if the centre is found it has compromised its own terms and conditions that form part of the contract between us and the learner in question.

Thank you for your contribution and commitment to making our policy work.

### Complaints Form

<b>Name:</b>		<b>Date:</b>	
<b>Address:</b>		<b>Telephone No:</b>	
<b>Course/Workshop &amp; Date:</b>		<b>Tutor:</b>	
<b>Details of complaint: (What the complaint is about, key dates, etc)</b>			
<b>Has the complaint been reported? If so, when and who to?</b>			
<b>Has any action been taken to resolve the problem?</b>			
<b>What could we do to avoid the problem happening in future?</b>			
<b>Do you have any evidence to support you complaint? (Please attach)</b>			
<b>Signature &amp; Date</b>			