

Consalia Limited

Complaints  
Policy

Version number	Date of issue	Reason for update
v2.3	6 <sup>th</sup> February 2019	Reviewed internally and forwarded to Middlesex University (AMR requirement).
V2.4	17 <sup>th</sup> February 2019	Internal review

## Consalia's Complaint Procedure

### **1. Statement of Intent.**

Consalia is a global sales performance company. We help international companies optimise their sales performance, through consultancy and customised solutions. Our mission is to make sales the most sought-after profession. We offer a range of innovative, work-based sales education programmes including bespoke employer programmes and degree apprenticeships to masters programmes.

Our Complaints Procedure has been set up for receiving, recording and responding to complaints made by our customers, apprentices and students to ensure that complaints are responded to efficiently and effectively and learnt from.

We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service. Our procedure is designed to give apprentices, employers and clear information about what constitutes a complaint and to provide clear information about time limits and to be responsive to the needs of individuals. We request that all parties and all individuals to act reasonably and fairly towards each other and to treat the process with respect. We also ensure independence with respect to any decisions that are taken and an appropriate level of confidentiality without disadvantage. The complaints procedure below details how your complaint will be handled.

### **2. Definition of a complaint.**

We treat as a **complaint** *“an expression of dissatisfaction about Consalia’s action or lack of action, or about the standard of service provided by Consalia.”*

Examples of complaints include:

- failure by Consalia to meet obligations including those outlined in course/apprenticeship/student handbooks

- misleading or incorrect information in prospectuses or promotional material and other information provided by Consalia
- concerns about the delivery of a programme, teaching or administration including:
  - poor quality of facilities, learning resources or services
  - complaints involving other organisations or contractors providing a service on behalf of Consalia

Some issues may more appropriately be considered under alternative processes rather than under the complaint's procedure. For example, the following are not normally dealt with as complaints and are typically handled as an academic appeal:

- a concern about a decision made by an academic body regarding student or apprentice progression, academic assessment and awards
- dissatisfaction about the outcome of an academic misconduct or disciplinary process

### **3. Who should I complain to?**

#### **Employer complaints**

If, as an employer you have a concern or complaint about Consalia's apprenticeship / training provision we would encourage you to initially raise your concern/issue with the Academy Director and to address it in an informal way through discussion.

#### **Apprentice / student complaints**

In the first instance, as an initial step before you submit anything as formal as a complaint in writing, we would encourage you to raise your concern/issue with the individual involved to address it in an informal way through discussion. You could also discuss any issue or concern with your programme director or cohort tutor if you feel that you cannot raise this directly with the individual involved.

#### **Complaints about staff**

Complaints by apprentice/students about staff can be difficult to handle as there may be a conflict of interest for the staff investigating the complaint. When complaints are raised against staff Consalia will ensure that the investigation is conducted by an individual who is independent of the situation and confirm this

with you. Appropriate support will be put in place to help the apprentice or student and staff member through the process and to ensure impartiality. In this instance, Consalia will bring in an external body to provide an independent assessment.

### **Formal complaints process**

If you not happy with the outcome of the initial discussion as above and the service or training Consalia has provided, you should contact our Academy Team as appropriate in writing:

- Our Academy Director – Louise Sutton - email [l.sutton@consalia.com](mailto:l.sutton@consalia.com)
- Level 6 Apprenticeships: Our Apprenticeship Manager – Phil Linter – email [plinter@consalia.com](mailto:plinter@consalia.com)
- Masters Programmes including Level 7 Apprenticeships: Our Masters Programme Manager – Rachel Pearson – email [r.pearson@consalia.com](mailto:r.pearson@consalia.com)

Please email the details of your complaint (date, location, cause for complaint) providing a mobile number where possible to ensure a swift resolution.

## **4. What should I expect when I have made a complaint?**

The Consalia Academy Team will acknowledge each complaint that is sent in so that you can be assured that it has been received. Your complaint will then be investigated.

We will keep you informed of the progress until a resolution has been reached and we can issue a final response. Our aim is to respond within 8-weeks of the date the complaint was registered.

All complaints need to be managed in a confidential and sensitive way. We will ensure that each party has an equal opportunity to present their case and ensure clear reasons are given for any decisions reached. We will ensure that decisions are taken by people without actual or perceived conflicts of interest at all stages of the process. However, it may be necessary to ask staff involved in the complaint to comment on or respond to the statements made.

We ensure that students are not disadvantaged as a result of bringing a complaint.

### **What if I am not happy with the resolution to my complaint?**

If you are still not happy once you have received the outcome of the complaint, you can take this further by requesting an appeal of the process which would result in a letter of completion outlining the final outcome for you. This appeal would not usually look again at the complaint (unless additional evidence has come to light) but would focus on ensuring processes have been followed correctly and fairly.

If you are still not happy with Consalia's response you can take your complaint and appeal to the awarding university or direct to our CEO.

### **5. What we do with complaints data?**

We appreciate you taking the time to contact us with your complaint and for giving us the opportunity to rectify any issues that you may have. Your feedback regarding our processes is of the utmost importance as we are constantly seeking ways to improve the service we provide to our customers. We will record your complaint in case future reference is required.

We will capture any learnings from the complaint to ensure that decisions are made consistently. We will use the information gathered to improve the experience and services for our apprentices, students and employers

### **6. Responsibility for Complaints**

The key point of contacts for specific, formal complaints are as follows:

**Level 6 Apprenticeships:** Our Apprenticeship Manager on [plinter@consalia.com](mailto:plinter@consalia.com)

**Masters Programmes and Level 7 Apprenticeships :** Our Masters Programme Manager on [r.pearson@consalia.com](mailto:r.pearson@consalia.com)

Overall responsibility for this policy is with our Academy Director with escalation responsibilities up to our CEO. Our Academy Director can be contacted on [l.sutton@consalia.com](mailto:l.sutton@consalia.com)