

Complaints Policy

We aim to give the best possible care to our customers and suppliers and in doing so welcome any feedback that will help Keyturn improve in the area of customer service. Keyturn's complaints policy can be found on the website - <https://keyturn.co.uk/policies>

A complaint is when someone finds the service is unsatisfactory or unacceptable. If a customer or supplier is dissatisfied with the service they are receiving, Keyturn aim to make it as easy as possible to log the complaint and resolve any issues promptly and in the appropriate confidential manner. Complaints should be sent to or forwarded to the Managing Director for acknowledgement.

Complaints will be acknowledged within 48 hours of receipt and, in normal circumstances, a resolution to complaints will be made within 8 working days.

If the complaint has not been resolved within the 8 working days, the complaint will then be escalated to the Board of Directors.

This policy will be reviewed on a yearly basis.

Candidates are able to log a complaint direct to the external awarding body by contacting their customer services department.

Complaints Procedure

First Stage:

Discuss your complaints with your trainer, tutor or assessor. This can be done verbally or in writing, contact details of your tutor and assessor can be found in your commitment statement or candidate handbook.

The tutor/assessor will then give guidance of how to progress your complaint.

Second Stage:

If the complaint is to do with quality of the academic delivery of the training you will need to contact the internal quality auditor (IQA). The contact details for the IQA can be found in your candidate handbook. Alternatively you can contact the head office to get the contact details on 01788 815500 or email enq@keyturn.co.uk.

Third Stage:

To progress the complaint further, if you are not happy with the service you have received you can contact our Learning and Development Director, Brian Trott by email - brian.trott@keyturn.co.uk or call our head office on 01788 815500.

Fourth Stage:

Any complaints that are not resolved by this point will then be escalated to the Managing Director,

Cheryl Shepherd. Cheryl can be contact via email at Cheryl.shepherd@keyturn.co.uk or call 01788 815500.

Third Party Complaints:

For complaints regarding our third providers for our qualifications, please see below their contact details:

ILM	Qualification & online apprenticeship management system (Learning Assistant and SmartScreen)	01543 266867	https://www.i-l-m.com/-/media/ilm-website/sharepoint-documents/_published-documents/d14-ilm-complaints_policy,-d-,pdf.ashx
ILM EPA	ILM end point assessment	01543 266867	https://www.i-l-m.com/-/media/ilm-website/sharepoint-documents/_published-documents/d14-ilm-complaints_policy,-d-,pdf.ashx
ESFA	Apprenticeship standards qualification and funding	0370 000 2288	https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure
Ofsted	External quality inspection of training provision	0300 123 1231	https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure

Appeals and Results Policy

Assessment processes are designed to be fair and consistent. Competency grading/marking is carried out without reference to gender, age, background or social sector.

Assessment will however take account of particular learning needs or mobility restrictions, and allowances will be made where these do not impact on the core competencies being assessed.

Because of the manner in which Keyturn conduct assessment procedures, it is expected that any dissatisfaction with decisions will be discussed and resolved as they occur.

If any individual remains dissatisfied with an access or assessment decision, they are welcome to appeal by writing to Keyturn's Managing Director. Their concern will be taken up and fully considered by one of Keyturn's Directors, (in all cases a different person to the one who made the original decision).

Keyturn will take into consideration of the issues involved, and follow-up with appropriate discussions, Keyturn are required to inform the external awarding body of the appeal. Where an appeal or grievance issue has not been resolved Keyturn will contact the external awarding body.

For those completing a qualification, the individual may make an appeal direct to the external awarding body by contacting the external awarding body's customer service department.

Appeals will be acknowledged within 7 days of receipt and, in normal circumstances, decisions will be given within 28 days of receipt.

With regards to examinations, if an individual feels that a result given by ILM is incorrect, Keyturn can act on their behalf to request an enquiry with ILM.

Appeals Procedure

A learner has the right to appeal if they are not happy with the results of the assessment. If a learner is unable to resolve the matter with the tutor then the following process should be followed:

1. Learner to appeal in writing to Keyturn's Managing Director. The appeal should include dates and specific assessment or learning they are appealing against.
2. One of Keyturn's directors will acknowledge receipt of the appeal in writing within 7 days
3. Any questions to help with the investigation of the appeal will be asked within 28 days
4. Decisions on how to progress with the appeal will be given within 28 days
5. If the learner is still unhappy with the decision they can contact the external awarding body's customer service department

For individuals completing a qualification who is appealing against a result given by the external awarding body, i.e. they feel their examinations are incorrect, can follow the following process:

1. Learner to contact Keyturn to raise an enquiry, within 30 days of the release of results
2. Keyturn will contact ILM, with the learners consent and request to conduct an enquiry, which has to be within 30 days of the release of results
3. ILM will acknowledge receipt of the application within 5 working days
4. ILM will then provide a second clerical check - these check's incur a fee that is refunded if

the enquiry falls in favour of the learner

5. ILM will respond with a written outcome within 20 days of acknowledgement

Any questions or guidance on appeals can be obtained for the Keyturn directors at any point during this process.

Contact details:

Cheryl Shepherd, Managing Director - Cheryl.shepherd@keyturn.co.uk

Brian Trott, Learning and Development Director - brian.trott@keyturn.co.uk

Keyturn Telephone number: 01788 815500

Updates/Reviews		
18 June 2014	Full update to include ILM	CJS
30 March 2018	Full update to include ILM updates and examination enquiry	CJS
6 March 2020	Adding complaints procedure to the complaints policy	CJS
16 June 2021	Reviewed	CJS
14 June 2022	Reviewed - updated ILM & Keyturn Link	CJS
July 2023	Reviewed and updated to make a clear distinction between qualification and non-qualification training	CJS

Signed:



Date: 26/07/2023