



Complaints Policy



training and
recruitment



We are rated 5 out of 5 stars and the highest-rated provider on
The Apprenticeship Directory

Definition of a complaint:

The Company defines a complaint as: 'an expression of dissatisfaction concerning the provision of a training or administrative service when the complainant has drawn his or her concern to the attention of The Company and is not satisfied with the response'.

SmartTAR are committed to ensuring all complaints are dealt with in a fair and timely process.

In the event of a complaint being raised, initially the employer or learner should approach their assigned tutor.

To escalate, or if this path is deemed inappropriate, please email: customerservice@smarttar.co.uk to speak to a senior leader (see "Making a Formal Complaint" section below for further details)

Making a Formal Complaint**Stage One**

Contact the appropriate Manager at Smart or e-mail customerservice@smarttar.co.uk to register your complaint.

Although a simple matter can be dealt with by telephone, to ensure that your complaint is accurately recorded we encourage you to put it in writing and send it by post or e-mail.

A concise, numbered sequence of points can be a helpful way to set the situation out clearly.

The appropriate Manager will send a reply registering receipt and within ten working days a comprehensive update of your complaint

If we cannot give you a full reply within that time we will indicate when we are likely to be able to do so.

To safeguard confidentiality our reply will be sent to you direct by email.

Stage Two

If, when you receive our reply to your complaint, you are not satisfied that everything possible has been done to answer it, you can ask for your case to be reviewed by a Director.

At this stage in the complaint process we ask that you put your complaint in writing and address it to a Director at the Company or customerservice@smarttar.co.uk which is received by the Directors and MD at Smart.

You should include:

1. Full details of the substance of your complaint and all matters related to it.
2. Details of other staff members of the Company with whom you have had contact in relation to your complaint.
3. Copies of any previous correspondence with the Company related to your complaint, or sufficient information to help us trace such correspondence quickly.

You are also invited to suggest what action you think the Company should take to resolve your complaint.

The Company will send an acknowledgement of your complaint within 24 hours (excluding weekends) of receiving it, acknowledging receipt and confirming the date a full reply can be expected from a Director (this is usually within ten working days)

The assigned Director will send you a full reply within the above timescale or, if that is not possible, contact you again to let you know when you can expect a full reply along with reasons for the delay.

Stage Three

If, when you have a full reply from a Director, you are still not satisfied that everything possible has been done to answer your complaint, you can ask the Director to refer it to the appropriate funding and / or awarding body, alternatively you can do this yourself (see “Escalation” section below)

The Company will acknowledge your request within three working days and obtain a contact name to further your complaint.

The Company will pass all correspondence in relation to the complaint to the appropriate funding/awarding body to assist in their evaluation of the complaint.

Escalation:

If still dissatisfied, you have the right of escalation to our governing body – the ESFA. Call the Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk

You can also contact Ofsted, who oversee the overall quality of our teaching delivery, on 0300 123 1231 or on email: enquiries@ofsted.gov.uk

SmartTAR Contacts:

Registered Office :
Dinson House
39-40 Quay Street
Newport
Isle of Wight
PO30 5BA

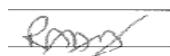
Directors:

Managing Director
Stuart Prior (stuart.prior@smarttar.co.uk)

Director of Operations
Moya Hannon (moya.hannon@smarttar.co.uk)

Director of Quality & Compliance
Rich Ashton (rich.ashton@smarttar.co.uk)

Signed:



R ASHTON
Director of Quality & Compliance

Policy review: This policy is reviewed annually, next review: July 2022