

# Complaints Policy

## Maximus UK - Skills

30 October 2020

Maximus UK - Skills is an entity within Maximus UK and as such all colleagues are required to adhere to Maximus UK overarching policies and strategies.

The Maximus UK Complaints policy can be located in the Policies section of the MAXIMUS Hub. This strategy is designed to be used in conjunction with the overarching policy document and relates specifically to the delivery of teaching and learning to our learners.

### Induction

It is vital all learners are made aware of the complaints process as part of their induction. Copies of the process can be found at the front of all learner workbooks and within the resource banks on their e-Portfolio. It is the responsibility of the Trainer/Coach to explain the process fully and make the learner aware of how to locate the documentation.

### Process

Throughout the delivery of all learning programmes, it is possible that a learner may become unhappy with an aspect of their course. Where complaints relate to an assessment decision, the learner should be referred to the Appeals Policy. Where a complaint is related to the service a learner has received or qualification delivery, the learner should be referred to the Maximus UK Complaints Policy.

Where a complaint is related to the content within a qualification, the Maximus UK Complaints Policy should be followed in the first instance. If the learner is not happy with the proposed solution to the complaint, it is possible the complaint will need to be escalated to the Awarding Organisation.

The Awarding Organisation will allocate a representative to review the complaint, who will use all information available to them to identify an appropriate resolution to the issue. A full written response and proposed resolution will be provided to the learner and the Quality Manager.

If the complaint has still not been resolved at this point, it can be escalated further to the appropriate Qualification Regulatory Authority. The details will be provided by the Quality Manager upon request.

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