

Highfield Complaints Procedure



1. **Introduction**

- 1.1 This document sets out the Highfield Complaints Procedure and applies to Highfield Approved Training Providers and other organisations Highfield may work with for the provision of End Point Assessment services ("EPA").
- 1.2 This procedure applies to Highfield learners and apprentices. For ease of reference, all hereafter, are collectively referred to as "learners."
- 1.3 Highfield value all the Training Providers who deliver apprenticeships and the learners who undertake EPA. Our aim every day is to exceed the expectations of our customers.
- 1.4 Highfield are confident of providing a high-quality service and would be extremely disappointed if this is not the case.
- 1.5 Therefore, it is important should you feel you have encountered a level of service that is below both yours and our expectations that you raise concerns you may have with us immediately so that we may address them and learn lessons.

2. **Scope**

- 2.1 This procedure covers complaints that learners, members of the public, tutors/assessors or Training Providers may wish to make in relation to End-Point assessment services offered by Highfield.
- 2.2 It is not to be used to cover appeals in relation to decisions made by Highfield. These areas are covered by the Highfield Appeals Procedure. Should a complaint be submitted which is in fact an enquiry or an appeal we will respond to inform the relevant party that the issue is being considered, where appropriate, in accordance with our Appeals Procedure.
- 2.3 If you are unhappy about the way an examination or assessment was delivered and conducted and you suspect malpractice or maladministration may have occurred, you should send your concern to Highfield in accordance with the arrangements in the Highfield Maladministration and Malpractice Policy.
- 2.4 If the Training Provider raises a complaint but then terminates its contract with Highfield prior to the resolution of that complaint, Highfield will conclude the complaint using the evidence it has available and will not be obliged to communicate the outcome of such investigation to the Training Provider. Highfield will not be obliged to consider a complaint raised by the Training Provider following the Training Provider terminating its agreement with Highfield.

3. **Review Arrangements**

- 3.1 Highfield will review the procedure and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer, learner or regulatory feedback (for example, to align with any appeals and complaints process established by the Regulators) and any trends that may emerge in the subject matter of complaints received.

4. **How should I Complain?**

- 4.1 All Highfield employees have been trained to help customers and they all like to help, so you should first try to resolve any problem at the earliest opportunity by speaking with your Customer Engagement Officer.
- 4.2 If your Customer Engagement Officer cannot help or you wish to speak to someone else, you can ask to speak to a Manager within Highfield's Compliance team.
- 4.3 If this is not possible, or if you are not satisfied with the help provided, please send a written complaint, within 1 calendar month of the event you are complaining about and address it to the Compliance team at the contact details outlined at the end of the procedure.

5. **If I Complain, what details do I have to give?**

- 5.1 When you contact us, please give us your full name, contact details including a daytime telephone number together with:
- 5.1.1 a full description of your complaint (including the subject matter and dates and times if known);
 - 5.1.2 any names of the people you have dealt with so far; and
 - 5.1.3 Any and all evidence that supports your complaint.

6. **Complaints Brought to Highfield's attention by the Qualification Regulators**

- 6.1 Where the Qualification Regulators or other external authorities notify Highfield about failures that have been discovered in the assessment process or other activities of another Awarding Organisation, these will be reviewed in the same manner as other external complaints in accordance with the procedures below to ascertain if the same issue could affect Highfield qualifications.

7. **Confidentiality and Whistleblowing**

7.1 Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us. If you are concerned about possible adverse consequences, please inform us that you do not wish for us to divulge your identity. If it helps to reassure you on this point, we can confirm that we are not obliged (as recommended by the Qualification Regulators) to disclose information if to do so would be a breach of confidentiality and/or any other legal duty.

7.2 While we are prepared to investigate issues, which are reported to us anonymously and/or by whistle-blowers we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those the complaint/allegation relates.

8. **What will happen to my Complaint?**

8.1 We will normally acknowledge receipt of your complaint within 3 working days, letting you know who is investigating your complaint.

8.2 We aim to investigate the complaint within 10 working days. If your complaint is more complex, we may extend this time at our discretion. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation, we shall write/email to inform you of our decision.

8.3 Highfield may choose not to consider a complaint that has not been made within the timeframe set out in 4.3 above, to be determined at Highfield's absolute discretion.

8.4 In the event that Highfield receives a complaint during the course of an investigation, Highfield reserves the right to delay hearing the complaint until the outcome of the investigation is known.

9. **Successful Complaints and/or Issues Brought to our Attention by the Qualification Regulators**

9.1 If any part of your complaint is upheld Highfield 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 qualification development, delivery or awarding 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 employee(s) is deemed inappropriate.

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

9.2.1 identify any other learner/Training Provider who has been affected by that failure;

9.2.2 correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure;

9.2.3 ensure that the failure does not recur in the future;

10. **What if I am not happy with the reply?**

10.1 If you are still unhappy with the decision taken by Highfield in reviewing the complaint you can, where relevant (and if eligible), take the matter through our Appeal arrangements which are outlined in our Appeals Procedure.

10.2 If you are not happy with an appeal decision made by Highfield, you can complain directly to the qualification regulators.

11. **Conduct and Correspondence**

11.1 Highfield and its staff expect to be treated with respect, professionalism and courtesy and free from intimidation, abuse, and harassment, at all times. This includes but not limited to:

11.1.1 Verbal or written communications that are intimidating, threatening or abusive in nature.

11.1.2 Posting/publishing of false, inaccurate, or misleading statements on social media, forums, or any other platforms; and

11.1.3 Repeated and persistent unreasonable requests outside of the scope of Highfield's procedures.

11.2 Should Highfield have evidence of the above taking place in the events leading to a Complaint or indeed during, we reserve the right to reject the Complaint in its entirety. Moreover, we may choose to contact the relevant authorities, including the police.

12. Contact Details

- 12.1 If you have any queries about the contents of the procedure, please contact your Customer Engagement Officer directly on 01302 363277 or email confidentialenquiries@highfield.co.uk

Document control.

Version	Date	Author	Notes
V1	May 2024	Compliance	N/A
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