

Complaints Policy

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Authorisation & Document Control

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Version History

Version	Author	Issued	Summary of Changes
1.0	Jacqueline Hall	June 2017	First draft following separation from the original complaints and appeal policy
2.0	Jacqueline Hall	July 2017	Amended following policy review working group: <ul style="list-style-type: none"> • Communication / info sharing added • Immediate acknowledgement and clearer timeframes for resolution • Greater detail on the independent panel • Complaints template added
3.0	Jacqueline Hall	July 2017	Proof-read
4.0	Sandie Shastry	October 2018	Front page, contents page and version control added. Document History relocated.
5.0	Helen Hawkins	November 2019	Re-write of policy to ensure currency, appropriate scope and alignment with the IfATE's External Quality Assurance framework. Formatting updated to comply with brand.

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Definitions

Assessor

A person approved by the Energy & Utilities Independent Assessment Service (EUIAS) to undertake end-point assessment.

Complaint

An expression of dissatisfaction.

Purpose

The purpose of this complaints policy is to define the circumstances in which a complaint can be made and how complaints will be managed.

Introduction

The Energy & Utilities Independent Assessment Service's (EUIAS) is committed to delivering a positive customer experience. Our aim is to resolve complaints as close to the initial point of contact as possible and to conduct thorough and fair investigations in all cases.

Raising Awareness of the Policy

This policy is referenced in every end-point assessment Specification and is available on www.euias.co.uk

This policy is signposted to apprentices using the Gateway Eligibility Report which is signed by every apprentice at Gateway.

Scope

Complaints can be made regarding any aspect of the end-point assessment service delivered by the EUIAS.

All complaints must be made within 30 working days of notification of the event under complaint.

Complaints cannot be made regarding:

- events prior to the date the employer selected the EUIAS for end-point assessment services
- events that do not directly relate to end-point assessment undertaken by the EUIAS
- end-point assessment reasonable adjustment application outcomes
- end-point assessment outcomes

End-point assessment reasonable adjustment application outcomes and end-point assessment outcomes can be appealed under the Appeals Policy.

Raising a Complaint

Complaints must be submitted in writing, with all relevant supporting information, using the contact details below. Complaints must be clearly marked and include a statement specifying the grounds for the complaint.

Energy & Utility Skills
Energy & Utilities Independent Assessment Service

Friars Gate
1011 Stratford Road
Shirley
Solihull
B90 4BN

enquiries@euias.co.uk

Complaints will be acknowledged within two working days of receipt.

The EUIAS will accept complaints on behalf of third parties where the third party affected has given their personal consent in writing, under the requirements of the Data Protection Act (1998) and General Data Protection Regulations (2018).

Management of Complaints

Complaints Review Panel (CRP)

On receipt of the complaint the EUIAS will convene a CRP. The panel will comprise at least two EUIAS representatives who will be independent of the circumstances of the complaint and have no conflict of interest (i.e. they will have had no previous involvement).

The CRP will undertake an initial assessment to confirm that the complaint is within scope of this policy. The EUIAS will confirm to the complainant, within two working days of the CRP, if the complaint is in or out of scope of this policy. Where a complaint is out of scope of this policy, it will not be progressed.

In order to conclude whether the complaint is upheld or not upheld, the CRP will consider:

- the evidence submitted
- if relevant policies were applied appropriately

All decisions of the CRP will be evidence based. The CRP will request additional information or evidence if required.

The complainant will normally be advised, in writing, of the outcome of the CRP within twenty working days of the date of the CRP. If the complaint is upheld, the complainant will be advised of the steps required to redress and the timescales for these.

Complaints Escalation Panel (CEP)

If the CRP does not uphold the complaint or the complainant is dissatisfied with the steps agreed the redress, the complainant can escalate to CEP. Escalation must be requested in writing within five working days of notification of the CRP outcome. Escalation requests will be acknowledged within two working days of receipt.

On receipt of the request to escalate, the EUIAS will convene a CEP. The CEP will comprise at least three members, one member will Chair. A representative of the EUIAS will attend the CEP to record the outcomes and justification.

CEP members will:

- not have been members of the CRP
- be independent of the circumstances of the complaint
- have no conflict of interest

In order to conclude whether the complaint is upheld or not upheld, the CEP will consider:

- the evidence submitted
- if relevant policies were applied appropriately
- the outcome of the CRP

The CEP Chair may:

- appoint advisers to provide inform the CEP. Advisers will not be involved in decision making process of the complaint outcome
- request additional information
- pause proceedings until the required information and/or evidence is available

The decision of the CEP is final.

The complainant will normally be advised, in writing, of the outcome of the CEP within twenty working days of the date of the CEP. If the complaint is upheld, the appellant will be advised of the steps required to redress and the timescales for these.

All outcomes of the CEP will be communicated to the Chair of the EUIAS Governing Body.

Continuous Improvement

Complaints submitted and the outcomes of CRPs and CEPs will inform the continuous improvement of the EUIAS.

Record Retention

Records will be retained for six years after the date the complaint was closed.