

# the root of it Complaints Policy

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## **Aims**

The company delivers courses and qualifications. This policy sets out the different complaints procedures covering staff, learners and centres. It is available publicly on our website for learners, staff and centres at [www.thementoringschool.com](http://www.thementoringschool.com) and is signposted during training.

Complaints can be made to our CEO by email at [richard.curtis@rootofit.com](mailto:richard.curtis@rootofit.com).

## **Complaints about the content of a course**

If you wish to complain about the contents of a course (for example you do not feel it matches the assessment) you are able to contact us.

### **Procedure**

We will acknowledge your complaint within 2 days. Our Training Manager will investigate your complaint initially to decide if we should investigate further, if the Centre should investigate, if the matter needs reporting to any authorities or if no further action should be taken. This is likely to involve us speak to the centre. We will feed back on this initial decision within one week.

## **Complaints about training**

You are able to complain directly to a training centre about the training, or you are able to contact us.

### **Procedure**

If you contact us we will acknowledge your complaint within 2 days. We will work with the training centre to investigate your complaint within 2 weeks. If your complaint is upheld, our Governing Body will decide on any actions that should be taken in addition to the remedial actions taken by the training centre.

## **Complaints about Centres or staff delivering our courses**

If you wish to complain about a training centre (for example their administrative processes) or the actions of a member of staff at a centre you are able to contact us.

### **Procedure**

We will acknowledge your complaint within 2 days. Our Training Manager will investigate your complaint initially to decide if we should investigate further, if the Centre should investigate, if the matter

needs reporting to any authorities or if no further action should be taken. This is likely to involve us speaking to the centre. We will feed back on this initial decision within one week.

### **Complaint about malpractice**

If you feel that a training centre, staff member or even our own staff breach regulations, or compromises the process and integrity of awarding qualifications then you should report your concerns. This would be handled through our Malpractice and Maladministration Policy and Malpractice and Maladministration Reporting Form.

### **Complaint about the maladministration of a course or assessment**

If you feel that a training centre, staff member or even our own staff have incorrectly administered our processes leading to a breach of regulations, or compromise of the process and integrity of awarding qualifications then you should report your concerns. This would be handled through our Malpractice and Maladministration Policy and Malpractice and Maladministration Reporting Form.

### **Complaints about assessments**

If you would like to complain about the outcome of your assessment then you will need to refer to our Appeals Policy and Appeals Application form.

### **Complaints about Solent ESFA Funded training**

If we have not satisfactorily dealt with your complaint, or you do not feel able to complain to us, and you attended ESFA funded training in the Solent region, you can contact Sue Farrell, Contracts Manager, CSW Group, 07786 190988, [sue.farrell@cswgroup.co.uk](mailto:sue.farrell@cswgroup.co.uk).

### **Complaints about Berkshire ESFA Funded training**

If we have not satisfactorily dealt with your complaint, or you do not feel able to complain to us, and you attended ESFA funded training in Berkshire, you can contact David Stevenson, Contracts Manager, Burleigh College, 020 8748 9898, [david@burleighcollege.co.uk](mailto:david@burleighcollege.co.uk).

### **Review**

This policy will be reviewed biannually by the CEO.

September 2022