


4 Minutes Training Ltd

Complaints Policy

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1. Document Control and Version History

Version Number	Reason for Change	Date
1.0	Initial Release	28 May 2010
1.1	Amended wording for SQA	4 Feb 2018

2. Definitions

Item	Definition
4 Minutes	4 Minutes Training Ltd
Booking	The act of Booking one or more individual places on a course and/or the act of Booking a course for a group of people
Awarding Organisation / Body	The Organisation that oversees 4 Minutes to ensure compliance with its policies and Procedures. It acts as an intermediary between 4 Minutes and the appropriate Governing body.

3. Overview

- 3.1. 4 Minutes is committed to providing an open and accountable quality service for all its customers and clients. One way in which we can continue to improve is by listening and responding positively to all complaints, by putting mistakes right and taking necessary steps to prevent further occurrences.
- 3.2. We aim to ensure that:
 - 3.2.1. Making a complaint is as easy as possible
 - 3.2.2. We deal with complaints promptly, politely, fairly, factually and confidentially
 - 3.2.3. We respond appropriately, with explanation, apology or information as appropriate
 - 3.2.4. We review and learn from complaints thereby improving our service
- 3.3. We recognise that many concerns need to be raised informally and dealt with quickly. However if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy should be followed.
- 3.4. Complaints regarding teaching, assessment, administration and quality assurance are normally handled in the first instance internally by 4 Minutes.

4. Complaint or Appeal

- 4.1. An appeal occurs when a judgement decision has been made e.g. Candidates may appeal assessment decisions
- 4.2. Any individual or organisation that is affected by an assessment decision made by 4 Minutes staff or the awarding body is eligible to take advantage of the separate appeals process.
- 4.3. The 4 Minutes Appeals policy may be found on its web site: www.4Minutes.co.uk. The appropriate awarding body Appeals Policy can be found on the awarding organisations websites or when requested.

5. Formal Complaints to 4 Minutes

- 5.1. This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently.
- 5.2. A formal complaint should be instigated if informal methods did not resolve the concern.
- 5.3. The complainant should:
 - 5.3.1. Complain in writing
 - 5.3.2. Use the word 'complaint' to avoid any misinterpretation of any comment, or other statements or correspondence received.
 - 5.3.3. Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.
 - 5.3.4. Complain within 8 weeks of the occurrence.
- 5.4. 4 Minutes will:
 - 5.4.1. Respond to the formal complaint in writing within 5 working days, stating the time period for considered response (15 working days) 3 weeks.

5.4.2. Deal reasonably and sensitively to the complaint.

5.4.3. Take action where appropriate.

- 5.5. 4 Minutes will investigate the subject matter of the complaint and reply in writing within 15 working days
- 5.6. If the complainant is not satisfied with the response then they can write directly to 4 Minutes for a review and if still not satisfied can complain directly to the awarding body who will follow their published procedures for handling complaints (See section 6).
- 5.7. If you are not satisfied with the awarding bodies and after exhausting the awarding bodies' Complaints procedure, then a complaint can be made to the external regulators (See section 6).
- 5.8. 4 Minutes will log any complaints received including the response and actions taken. These will be reviewed at the time of the complaints and annually for trends and preventative actions required.

6. Appealing Against Decisions

- 6.1. You can also complain directly to the relevant Awarding Body directly as per their complaints policy. 4 Minutes uses the following Awarding Bodies:
 - a) Pro Trainings – <http://www.ProTrainings.eu>
 - b) ITC – <http://www.itcfirst.org.uk>

If you are dissatisfied with the Centre and the Awarding Organisation's response to your complaints then the complaint may be raised to the regulator of the qualification on which they are registered (Ofqual for qualifications on the Regulated Qualifications Framework (RQF) OR SQA Accreditation for qualifications which have "SCQF" appearing in the title).

- a) <http://www.ofqual.gov.uk>
 - b) <http://www.sqa.org.uk>
 - c) <http://gov.wales>
- 6.2. For all SQA accredited courses, after exhausting all methods of redress with 4 Minutes, the awarding body and SQA Accreditation you (the client) can refer the complaint to the Scottish Public Service Ombudsman (SPSO) at:
 - a) <http://www.spsso.org.uk>

END OF POLICY