



**REACH
YOUR
PEAK**

Complaint's Policy and Procedure

Introduction

This document sets out Reach Your Peak's complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from Reach Your Peak. Reach Your Peak values the learners who undertake our courses. Our aim is for you to experience great teaching that supports you to achieve excellent results. We value honesty, a good work ethic, clear guidelines and supporting each other in our learning journey.

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 any concerns you may have with us immediately so that we may address them and learn lessons appropriate to improving service level expectations.

Scope of the policy

This policy covers complaints that learners and members of the Exercise Community may wish to make in relation to the qualifications offered by Reach Your Peak.

It is not to be used to cover enquiries about services offered by Reach Your Peak or appeals in relation to assessment decisions made by Reach Your Peak. These areas are covered by our Appeals Policy. Should a complaint be submitted which is in fact an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our Appeals Policy.

If you are unhappy about the way an examination or assessment was delivered and conducted and you suspect malpractice and/or maladministration may have occurred, you should send your concern to us in accordance with the arrangements in our Malpractice & Maladministration Policy. This should occur as soon as possible to protect any associated evidence that may form part of your complaint.

How should I raise a complaint?

Stage 1 If you have a complaint, please raise your concerns as soon as possible with a member of the training team involved in the delivery of the training course. They will attempt to resolve your concerns.

Stage 2 However, if you feel this does not deal with the matter fully, a manager will become involved to work with you and the individual or team to reach a satisfactory resolution.

Stage 3 If you are still not satisfied with how your concerns have been handled, you may begin the formal complaint procedure by putting the nature of your complaint in writing to the Head of Education & Events (mariareachyourpeak@mail.com). Please provide sufficient detail including dates and venue for the training, staff involved and the nature of your complaint.

Confidentiality and whistle blowing

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.

What happens if my complaint is upheld?

If any part of your complaint is upheld, we will respond 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 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 staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation indicates a failure in our processes, Reach Your Peak will give due consideration to the outcome and will, as appropriate, take action.

For any general feedback (both compliments and suggestions for service improvement) please contact us by email at reachyourpeakonline@mail.com

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