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# Up Close and Personal Group Ltd

## Complaints Policy

Date of Issue of Policy: 16<sup>th</sup> February 2024

**Signature of Chief Executive**

**Criss Watts**

### **Our Responsibilities**

A complaint is an expression of dissatisfaction regarding the delivery of UCP Group Ltd products or services and we are committed to providing a high-quality service for our learners, clients and the community we serve.

We recognise that customer satisfaction is paramount to ensuring repeat custom and increased organisational reputation and we will deal with legitimate complaints in a fair, prompt and objective manner. Complaints will be dealt with without recrimination and learners will not be disadvantaged by raising a complaint.

We will be fair in the treatment of all those who complain irrespective of age, gender, ethnicity and disability. Complaints will be dealt with promptly and constructively. All complaints will be dealt with in confidence but shared with any person who may be the subject of a complaint. The outcomes of any complaint will be shared with the complainant and any staff involved. Complaints made which, on investigation, turn out to be malicious, may result in disciplinary action.

The Head of Centre (Criss Watts) will be responsible for the management of the Complaints Policy and all learners will be informed whom the Head of Centre is upon request.

### **Complaints Procedure**



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A complaint is an expression of dissatisfaction concerning UCP Group Ltd products or services. UCP Group Ltd takes all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service, you have received that you bring this to our attention as soon as possible by speaking to your course tutor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor then please contact the Office Administrator via one of the following options:

Call: +44 (0) 800 195 1644

E-mail: [contact@ucp-group.com](mailto:contact@ucp-group.com)

Write to: Complaints Department, UCP Group Ltd, 12 Peacock st, Gravesend, Kent, DA12 1EF

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

UCP Group Ltd asks that you raise your complaint as soon as possible after the event so that we could investigate fully. The Office Administrator will investigate your complaint and respond to you within 14 working days.

Appealing after an initial complaint has been raised, in the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Company Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Company Director will investigate in full and respond to you within 28 Days.



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The Company Director can be contacted on:

Call: +44 (0) 796 617 6129

E-mail: [criss@ucpgroup.co.uk](mailto:criss@ucpgroup.co.uk)

Write to: Criss Watts, UCP Group Ltd, 12 Peacock st, Gravesend, Kent, DA12 1EF

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly. The Awarding Organisation is QNUK and their appeals policy can be located on their website: [www.qualifications-network.co.uk](http://www.qualifications-network.co.uk) Alternatively, please speak to the QNUK team on 020 3795 0559.

Should you address your complaint to QNUK and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of UCP Group Ltd or HABC will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details. The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of UCP Group Ltd, QNUK as the Awarding Organisation, and the relevant qualification regulator then you do have one final route of complaint.

Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: [www.spsso.org.uk](http://www.spsso.org.uk)

If you have any queries about the contents of this policy, please contact the Office Administrator directly on +44 (0) 800 195 1644 or email [contact@ucp-group.com](mailto:contact@ucp-group.com)

Scope of Complaints Procedure

**The Procedure deals with complaints arising from:**



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- Delivery (or lack of delivery) of services for education and training including teaching, course content, tutoring, assessment, feedback on progress and learner support during learning programmes
- Incorrect or misleading information about services provided by the Centre
- Delivery (or lack of delivery) of support services provided by the Centre including administration of fees, enrolment processes, Centre accommodation, health and safety and learner resource services
- Unacceptable actions or behaviour by Centre staff and/or other learners in the Centre

### **Review of the Complaints Policy and Practice**

Once a year the Centre's Senior Management Team will review the Complaints Policy and Practice to include:

- Number of complaints of each type
- Time taken to process complaints
- List of outstanding complaints
- Outcomes to complaints
- Results of appeals
- Analysis of complaints and outcomes by age, gender and ethnicity of complainant

If changes are required, the Complaints Policy will be rewritten, and all staff and learners will be informed. A record of all complaints for 3 years will be available to the relevant authorities for audit purposes.