

Complaints Procedure of GL Assessment

Contact details for complaints:

Written complaints may be sent to GL Assessment at:

Complaints Department, GL Education Group, 1st Floor, Vantage London, Great West Road, Brentford, TW8 9AG

Or by e-mail at info@gl-assessment.co.uk

Verbal complaints may be made by telephone to **0330 123 5375** and speaking to a member of our Customer Services Team.

What happens once we receive a complaint?

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person will be recorded. The person who receives a phone or in person complaint will:

- Write down the facts of the complaint
- Ensure we have your name, address and telephone number
- Note down the relationship of the complainant to GL Assessment (for example: client, member)
- We will inform you what will happen next and how long it will take for a response in regards to your complaint.

Resolving Complaints

Stage One:

In most cases, we aim to resolve your complaint within a realistic timeframe.

The complaint information will be passed to a Team Supervisor within 24 hours.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Complaints will be acknowledged by the person handling the complaint within 48 hours.

The acknowledgement will state who is dealing with the complaint and when you can expect a formal reply and potential resolution.

Ideally complaints will receive a definitive reply within two weeks in total. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Stage Two:

If you feel that the problem has not been satisfactorily resolved at Stage One, you can request that the complaint is reviewed at higher managerial level. At this stage, the complaint will be passed to a Departmental Manager.

The request for higher level review will be acknowledged within 48 hours of receiving it. The acknowledgement will state who will deal with the case and when you can expect a reply.

This will involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

Ideally complainants should receive a definitive reply within 48 hours. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Final Stage

The complaint will be escalated to a final stage; all information will be given to a member of our Senior Management Team. Again, please allow up to 48 hours for an acknowledgement that the complaint has been received. We will then endeavor to find a solution. The decision taken at this stage is final, unless the Senior Management Team decides it is appropriate to seek external assistance with resolution.

Variation of the Complaints Procedure

The SMT may vary the procedure for good reason. This may be necessary to avoid a conflict of interest.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.