



Email: enquiries@concussion-rebalanced.co.uk
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Complaints Policy

Introduction

This document sets out Concussion Rebalanced's complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from Concussion Rebalanced. Concussion Rebalanced values the learners who undertake our course. Our aim is for you to experience great teaching that puts you at the heart of how we teach, giving you the best results you can achieve. 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 public may wish to make in relation to the qualifications offered by Concussion Rebalanced.

It is not to be used to cover enquiries about services offered by Concussion Rebalanced or appeals in relation to assessment decisions made by Concussion Rebalanced. 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 complain?

Stage 1. All Concussion Rebalanced staff are trained to support our customers and are all keen to help, so we ask that you first try to address any concerns by speaking to a member of our team. Ideally, this should happen as soon as you become aware of a problem. Where required, you may be asked for further details to help our staff member manage your case, and you will also be notified of any further steps.

Stage 2. If the staff member you spoke to cannot assist, or you wish to liaise with someone else, please email details of your complaint to enquiries@concussion-rebalanced.co.uk and it will be forwarded to our company directors Dr Helen Brunger and Toni White, who will email you a receipt within 5 working days. Following this, one or other of the company directors will aim to respond to your complaint within 20 working days. Where it is not possible to offer a solution within 20 working days, you will be notified of the time-scaled action plan.

Stage 3. In the event that you are not entirely satisfied with the outcome at Stage 2, you will then be signposted to a CIMSPA representative who will work with both parties and support you with finding an acceptable resolution to your complaint.

If you have fully exhausted the process and are still unhappy with the outcome, then you can contact CIMSPA directly should you feel there was a significant breach by the centre of CIMSPA's various procedures. Contact details can be found on CIMSPA's website www.cimspa.co.uk.

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 of course respond to the complainant 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 following notification from CIMSPA indicates a failure in our processes, Concussion Rebalanced will give due consideration to the outcome and will, as appropriate, take actions such as:

- Identify any other learner, who has been affected by that failure
- Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- Ensure that the failure does not recur in the future
- Compensate the learner if the centre has found it has compromised its own terms and conditions that form part of the contract between us and the learner in question.

Version 2.

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