Auto-Assess Compliments, Suggestions and Complaints Guide

Compliments, Suggestions and Complaints: A Quick Guide

Auto-Assess has an open approach to praise and criticism of the full range of services that it provides. This guide serves to support you with communicating a compliment, suggestion or complaint.

Compliments, suggestions and complaints can be communicated in various ways:

* By emailing the Head of Centre [brendon@auto-assessltd.co.uk](mailto:brendon@auto-assessltd.co.uk)
* Verbally or by telephone
* In writing to the office address
* Use of the ‘contact us’ page on our website

Concerns and informal complaints:

In the first instance, Auto-Assess encourages you to seek to resolve your concern informally by sharing the concern with the most appropriate member of staff in order to seek a prompt resolution.

Formal complaints:

If the response at the informal stage is not satisfactory, you can formally submit your complaint to the Complaints Officer (Brendon McMahon - [brendon@auto-assessltd.co.uk](mailto:brendon@auto-assessltd.co.uk))

You should specify:

* The nature of your complaint
* Any previous attempts you have made to resolve the problem
* Your desired resolution of the complaint

Your complaint will be acknowledged within 5 working days and will then be assigned to an investigating officer who will aim to resolve your complaint within 10 working days. If this is not possible, you will be updated accordingly.

Appeals:

If you are not satisfied with the outcome of your complaint, you can appeal against the decision. You should submit your appeal within 10 days of receiving your response.

Your appeal should include:

* Why the resolution is not satisfactory
* Your desired resolution from Auto-Assess

Your appeal can be sent by post to Auto-Assess Ltd, Rural Innovation Centre, Unit 169, Avenue H, Stoneleigh Park, CV8 2LG or you can email [brendon@auto-assessltd.co.uk](mailto:brendon@auto-assessltd.co.uk). The lead IQA will then investigate your appeal and provide you with a written “Completion of Procedures’ letter to you within one month.

Following the appeals stage:

Auto-Assess hopes to resolve all complaints in a satisfactory manner. However, if you are still unhappy with the resolution, you have the opportunity to appeal to the appropriate external bodies. Details of the most appropriate body will be provided in the “Completion of Procedures’ letter.

Complaints, concerns or enquiries from Auto Assess apprentices can be escalated to the ESFA using the following contact details:

0800 015 0400 or 0247 682 6482

[nationalhelpdesk@apprenticeship.gov.uk](mailto:nationalhelpdesk@apprenticeship.gov.uk)