

Compass (Highfield Qualifications) Complaints Procedure

A complaint is an expression of dissatisfaction concerning Compass product or service. Compass take 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 colleague who has a complaint dealt with to their complete satisfaction is likely to become a repeat learner. 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 the Compass support team in the first instance.

Call: 0121 457 5765

E-mail: nicola.clason@compass-group.co.uk

Write to: Compass support team, HSE Dept, Parklands Court, 24 Parklands, Birmingham Great Park Rubery, Birmingham, B45 9PZ

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

Compass ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Compass support team will investigate your complaint and respond to you within 7 working days.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Compass support team, then please contact the Head of Centre via one of the following options:

Call: 07786 661775

E-mail: david.crowe@compass-group.co.uk

Write to: David Crowe, HSE Dept, Parklands Court, 24 Parklands, Birmingham Great Park Rubery, Birmingham, B45 9PZ

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 Head of Centre. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Head of Centre will investigate in full and respond to you within 10 days.

The Head of Centre can be contacted on:

Call: 07786 661775

E-mail: david.crowe@compass-group.co.uk

Write to: David Crowe, HSE Dept, Parklands Court, 24 Parklands, Birmingham Great Park Rubery, Birmingham, B45 9PZ

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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 Highfield Awarding Body for Compliance (Highfield Qualifications) and their complaint policy can be located on their website: **www.highfieldqualifications.com**. Alternatively, please speak to the Highfield Qualifications team on 0845 2260350 or email info@highfield.co.uk

Should you address your complaint to HABC and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Compass 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 Compass, Highfield Qualifications 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**

If you have any queries about the contents of this policy, please contact the Compass Support Team directly on 0121 475 5765 or email Nicola.clason@compass-group.co.uk