

Complaints Policy

Policy Statement

At Corndel, our learners and customers are at the heart of everything we do. We are committed to supporting you at every step of your journey with us. If, however, you feel that we have fallen short of your expectations, we endeavour to do whatever we can to resolve your issues. We promise to be transparent in all dealings with you during this process.

Corndel will act in accordance with this Complaints Policy should you feel that you have cause for complaint about your experience with us.

This Policy explains how you can make or escalate a complaint with Corndel and how you can expect it to be handled.

Scope

This policy applies to all employees responsible with handling complaints.

Responsibilities

All managers within the Company have the responsibility to ensure that the policy is consistently and appropriately implemented.

How you can make a complaint

If you are unhappy with the service you have received, please contact us in any of the following ways:

Email: info@corndel.com

Telephone: 020 8102 9040

How your complaint will be initially handled

When a complaint is received, the Professional Development Expert (PDE) who is working with you (in the case of Learners) or the Business Development Director (BDD)/Account Manager named in your Framework Agreement (in the case of Customers) will be given the opportunity to resolve the matter informally with you.



Corndel.

Corndel Ltd
410 Highgate
Studios
53-79 Highgate Road
London, NW5 1TL

The PDE/BDD/Account Manager will contact you to discuss the complaint informally within a period of 48 hours of being made aware by you of any dissatisfaction. Should the PDE/BDD/Account Manager be unavailable, another member of the Corndel management team will contact you.

What to do if you are dissatisfied with the initial response

In the event that you are dissatisfied with this informal resolution, the PDE/BDD/Account Manager will refer you to Corndel's Head of Quality, or another senior manager.

1. You will be contacted by either the Head of Quality or another senior manager within 2 working days – they will endeavour to resolve your complaint during a telephone call if possible.
2. If you remain dissatisfied, they will ask you to submit a formal written complaint outlining the full details of your experience so that every point can be investigated and responded to thoroughly.
3. Within 5 working days of receipt of any written complaint, the Head of Quality or another senior manager will write to you acknowledging receipt and confirming that they are investigating the complaint
 - a. Should the Head of Quality be on leave or otherwise unavailable, an alternative senior manager will be designated the responsible person to deal with your complaint in their absence.
4. Upon receipt of any written complaint and following acknowledgement, the Head of Quality/other senior manager will undertake an investigation of the issues raised.
 - a. This investigation will include interviews with the persons involved in the case and checking of all relevant details.
 - b. The investigation will also consider the activity history recorded on the Aptem platform.
5. Once a full investigation is complete, a full, honest and open written response will be sent to you within ten working days.
6. There may be exceptional circumstances where the Head of Quality/other senior manager is unable to respond within this timescale.
 - a. In such circumstances, they will write to you and explain the reason why they cannot reply during that time and will provide you with an anticipated timescale as to when you are likely to receive a written response to your complaint.

How your complaint can be escalated further

020 8102 9040
info@corndel.com
www.corndel.com

Registered in England &
Wales

1. Should you disagree with our response and wish to escalate (appeal) your complaint, you should notify Corndel of this in writing within 28 days of the date of our written response.
2. Your complaint and investigation will then be escalated to the Chief Operating Officer (COO).
3. Upon receipt of your appeal, you will be contacted by the COO or a member of the COO's team within two working days, acknowledging receipt and confirming that your complaint is under review.
4. The COO will review all documentation and correspondence relevant to your complaint and will respond with a final decision in writing within ten working days of the receipt of your appeal.
5. In the event that you are dissatisfied with the conclusions reached after investigation at the first and second stage of escalation, you will be provided with details of how to contact the regulator who will be able to independently review your complaint and our decision if appropriate.

Appealing an assessment outcome

Students who feel that:

1. the conduct of an assessment;
2. the adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements; and/or
3. the adequacy of the opportunities offered to demonstrate competence or attainment

have not met their expectations, may raise a complaint/appeal for their assessment outcome

The appeals procedure

Stage 1:

If a learner wishes to complain/appeal, this complaint/appeal should be lodged, in writing, to Corndel's COO, within 10 working days of them being notified of the assessment decision.

Stage 2:

The COO will attempt to find a solution, for example through another assessment or re-consideration of the evidence/work by an assessor who was not previously involved in assessment of the learner's work for this unit.

Appeal to the awarding body

If the individual remains unsatisfied with the outcome of any complaint once all internal procedures have been followed, the learner will be advised that they may now appeal to the awarding body and follow their appeals and complaints procedure, i.e. the Chartered Management Institute's Complaints Procedure.

Changes to our Complaints Policy

We keep our complaints procedure under regular review and we will place any updates on this web page. This procedure was last updated in July 2020.

Any complaints in process when a change is made will be handled under the procedure that was in place when the initial complaint was made until a resolution is found.



Document Approval

Role	Name	Version Approved	Date Approved
Document Owner	Annemarie Schofield	1.0	01/03/2018
Approved By	Mushall Khan	1.0	01/03/2018
Document Owner	Annemarie Schofield	2.0	10/03/2019
Approved By	Mushall Khan	2.0	10/03/2019
Document Owner	Tamanna Begum-Chowdhury	3.0	06/07/2020
Approved By	Jane Shannon	3.0	06/07/2020

Document Revision History

Issue	Date Issued	Date Effective	Purpose of Issue and Description of Amendments
1.0	01/03/2018	01/03/2018	Original
2.0	10/03/2019	10/03/2019	Revision
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