

Complaints & Appeals Procedure

Policy Statement

At Corndel, students 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 endeavor 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 Procedure should you feel that you have cause for complaint about your experience with us.

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

Scope

This policy applies to all employees responsible with handling complaints.

Responsibilities

All managers of people have the responsibility to ensure that the policy is consistently and appropriately implemented

Policy in Practice

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 by you, the Professional Development Expert (PDE) who is working with you (students) or the Business Development Director (BDD) named in your Agreement in Principle (Customers) will be given the opportunity to resolve the matter informally with you.

The PDE/BDD 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 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 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
 - a. They will endeavor 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

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 our Chief Operating Officer, Mushall Khan.
3. Upon receipt of your appeal, you will be contacted by Mushall or a member of her team within two working days acknowledging receipt and confirming that she is reviewing your complaint.
4. Mushall 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:

- the conduct of an assessment;
- the adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements; and/or
- 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 Procedure

Stage 1:

If a student wishes to complain/appeal, this complaint/appeal should be lodged, in writing, to Corndel's Chief Operating Officer, Mushall Khan, within 10 days of them being notified of the assessment decision.

Stage 2:

The Chief Operating Officer 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 students' 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 student 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 and appeals procedure

We keep our complaints procedure under regular review and we will place any updates on this web page. This procedure was last updated in March 2019.

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.