

How we handle your complaints



Gloucestershire Enterprise Ltd
Unit 3 Twigworth Court Business Centre, Tewkesbury Road,
Twigworth, Gloucester GL2 9PG

Tel: 01452 221777
Email: info@glosterprise.co.uk
www.glosterprise.co.uk

Here to help

Gloucestershire Enterprise Ltd (GEL) aims to give you the best possible service at all times. Our philosophy is based on getting it right, first time, every time. However, if we do make a mistake, we want you to know that we will not just investigate it thoroughly and seek to put things right but will review and modify our processes to prevent it from happening again. Be assured that should we get anything wrong first time, we aim to get it right the second time. Gloucestershire Enterprise Ltd is firmly committed to learning from its mistakes.

Our procedure is easy to use, and we urge you to do so, because your feedback enables us to improve our services.

How to make a complaint

Complaints can be made to any member of staff, in person, by telephone, email or in writing. All complaints will be brought to the attention of a GEL manager or Managing Director, who will take necessary action.

- Your complaint will be acknowledged verbally or in writing within one working day and will advise you on who will be dealing with the complaint.
- Where further information needs to be gathered, the Operations Director will contact you within 2 working days to gather further information and facts of the complaint
- We will investigate your complaint as soon as possible and you will receive a response with details of what we have found within 10 working days.
- Occasionally, complaints can be complex and may involve other contracted partners. In this instance you will be contacted to advise of any delay and will be informed of the amended response date and the proposed action being taken.
- Once a response has been given, you have a right to appeal.

Appeals

All appeals must be made in writing within 10 working days and all appeals will be dealt with by the Managing Director, who will carry out an independent investigation and you will be informed of the outcome within 15 working days.

Ombudsmen

If you are still not satisfied with the response, then a further appeal must be made in writing to the appropriate body who will conduct an independent investigation. See later for details on how to escalate a complaint.

Complaining will not affect your rights with Gloucestershire Enterprise Ltd, nor will it affect how we feel about you and your company.

Persistent/Vexatious Complaints

We want to treat complaints positively and, where possible, leave customers feeling satisfied that their complaint has been dealt with professionally.

A complaint can be regarded as vexatious where it has been considered and found to be unjustified, but when the person making the complaint is not prepared to accept the conclusion and persists in making the same, or substantially similar, complaint.

Continuing to respond to such complaints takes up significant amounts of resources of time and money and can detract from the service we provide to others. If a manager considers that a complaint has become vexatious, s/he can ask the Managing Director for support in dealing with the complaint.

The Manager, in consultation with the Managing Director and, where appropriate, advice from the company's legal advisers, may decide not to pursue the complaint further. The person making the complaint will be notified of this decision.

Confidentiality and Anonymity

Gloucestershire Enterprise Ltd is fully committed to complying with the requirements of the Data Protection Act 2018 (DPA 2018). We aim to ensure that all employees, partners, contractors, associates and mentors who have access to any personal data held by or on behalf of the Company, are fully aware of and abide by their duties and responsibilities under the Act and the UK General Data Protection Regulation (UK GDPR).

- We will treat all customer information as confidential.
- Names/addresses will not be published or disclosed outside the Company or its partners.
- We will not accept anonymous complaints.

Unreasonable Behaviour

We expect our customers to behave responsibly and appropriately. We will not tolerate offensive behaviour towards our staff, partners, contractors, associates or mentors.

Unacceptable behaviour includes:

- violence
- verbal abuse
- verbal abuse of a sexual or racist nature
- threats, which are implied or otherwise
- intimidation
- sexual innuendo
- harassment
- unwelcome attention
- attempted or actual assaults
- *This list is not exhaustive*

Any such behaviour will be reported to the Managing Director and may result in exclusion from participation in our programmes, training events or other services.

Who To Contact

Operations Director
Michaela Cozens

Tel: 01452 733546
Email: michaela.cozens@glosterprise.co.uk

Managing Director
Kevin Holt

Tel: 01452 733530
Email: kevin.holt@glosterprise.co.uk

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If you are dissatisfied with the outcome or the way GEL have handled your complaint, then below are the appropriate bodies for escalating your complaint further.

Escalating Complaints:

For ILM Delegates:

ILM Chief Executive,
Stowe House,
Netherstowe,
Litchfield,
WS13 6TJ

Email: customer@i-l-m.com

For City & Guilds Delegates:

Customer Experience Team
City & Guilds
1 Giltspur Street
London,
EC1A 9DD

Tel: 020 7294 8444
Email: feedbackandcomplaints@cityandguilds.com

If your complaint relates to a qualification regulated by Ofqual you may complain directly to Ofqual if you have exhausted ILM's complaints procedure. Please refer to the following link which will explain how you can do this: <http://ofqual.gov.uk/complaints-and-appeals/>

For Apprentices:

Chris Van Roon
Provider Manager
Education and Skills Funding Agency
2 Rivergate, Temple Quay,
Bristol, BS1 6EH

Tel: TBD – changed Aug 2021
Email: Chris.VANROON@education.gov.uk

ESFA Apprenticeship Service Support

If you are unhappy with the outcome or how your complaint was handled, you can escalate your complaint to the ESFA.

Tel: 0800 015 0600
Email: helpdesk@manage-apprenticeships.service.gov.uk

For NEBOSH Delegates:

Tania Barker
Customer Service Manager
NEBOSH
Dominus Way
Meridian Business Park
Leicester, LE19 1QW

Tel: 0116 263 4700

Email: info@nebosh.org.uk

If following the exhaustion of the complaints procedure, you remain dissatisfied you may seek regulatory advice from SQA Accreditation. You have 14 days from the date of issue of the complaint outcome to make an application for regulatory review of the unresolved complaint.

The Senior Regulation Manager
SQA Accreditation
Optima Building
58 Robertson Street
Glasgow
G2 8DQ

For IOSH Delegates:

IOSH
The Grange
Highfield Drive
Wigston
Leicestershire
LE18 1NN

Tel: 0116 257 3100

**For any feedback we receive we will ensure that everyone is treated fairly and equally.
We will be consistent in the way we handle and respond to customer complaints.**