

Candidate Complaints Procedure

Introduction

Genius People are committed to providing a high quality, educational experience. We aim to provide a supportive environment, and we will respond positively to any concerns raised by candidates.

You should feel able to make a complaint about the standard of a service you receive, or any facility Genius People have provided.

Genius People treat all complaints fairly and consistently and, wherever possible, to resolve the matter to your satisfaction.

We value all feedback, including complaints as it assists with monitoring our performance and helps to make improvements to our service.

Definition of a complaint

A complaint is an expression of concern or dissatisfaction with any aspect of our provision that requires a response.

Types / Stages of Complaint

The complaints procedure should not be used for challenging assessment decisions. In this case you should refer to the Genius People assessment appeals procedure.

The complaints procedure has two stages:

- **Stage 1:** Informal complaint – resolving a concern through informal discussion with your assessor.
- **Stage 2:** Formal complaint – resolving a concern by submitting a written complaint to the Centre Manager (Alison Smith – asmith@geniuspeople.co.uk)

Stage 1: Informal Complaint

Most complaints are straightforward and can be resolved quickly with staff directly involved without the need for a written complaint.

Therefore, in the first instance, if your complaint is about assessing / learning matters you may wish to speak directly with your assessor. If your complaint is about your assessor or a service issue, then you should contact Contracts & Compliance Manager (Colin McNee – cmcnee@geniuspeople.co.uk) to try and settle in an informal way.

You should make your complaint as soon as possible and **no more than 10 working days** after the issue arises. The staff member involved will attempt to resolve the issue by arranging a meeting with you **no more than 10 working days** after the issue is raised with them.

Genius People hopes that most complaints will be dealt with at the stage in a way that is acceptable to both you and us.

Stage 2 Formal Complaint

If you are not satisfied with attempts to resolve your complaint at Stage 1, or if it is not possible or appropriate to use stage 1, then you can move to Stage 2 and make a formal complaint.



Formal Complaints must be made in writing to:

Alison Smith - Centre Manager - asmith@geniuspeople.co.uk

If stage 1 has not been used, you must submit your formal complaint **no more than 10 working days** after the issue arises.

We will confirm, in writing that we have received your complaint within **5 working days**.

Investigation

Alison Smith (Centre Manager) will carry out an investigation into your complaint.

If your complaint is about a named individual, then that individual will be asked to provide a written statement of response.

We will arrange a meeting with you so that you understand the purpose and scope of the investigation. You have the right to be accompanied by a friend (or relevant person). A written record will be kept of the meeting and all relevant communications.

When the investigation is finished Alison Smith (Centre Manager) will produce a Formal Complaint Report which sets out their findings and the reasons for them. The report will be sent to you **within 10 working days**.

The formal complaint report will also give you information on your right to take a complaint to the relevant awarding body if applicable.

SQA – <https://www.sqa.org.uk/sqa/97400.html>

EAL - <https://eal.org.uk/help/quality-compliance>

EFSA - <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

DSW - <https://www.dswlearning.co.uk/wp-content/uploads/2024/04/Complaints-Policy.pdf>

Useful Contacts:

Alison Smith
Centre Manager
asmith@geniuspeople.co.uk
07825955417
1439 Cumbernauld Road, Glasgow, G33 1AN

Colin McNee
Contracts & Compliance Manager
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