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.

Candidates requiring support to submit a complaint may request assistance from Genius People. Complaints can be submitted in the candidate's preferred format and support or advocacy will be provided where appropriate.

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.

The Candidate Complaints Procedure is covered at new staff inductions and annually at staff refresher training. The policy is reviewed annually and any updates communicated with staff.

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 or Compliance manager (Colin McNee, cmcnee@geniuspeople.co.uk, 0141 280 0265).

- **Stage 2:** Formal complaint – resolving a concern by submitting a complaint to the Centre Manager, Alison Smith. Complaints may be submitted in writing via email to asmith@geniuspeople.co.uk or made verbally by calling 0141 280 0265 and requesting to speak with the Centre Manager.

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 relates to learning, assessment delivery, or support 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 or 0141 280 0265) 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 this 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 or verbally to:

Alison Smith - Centre Manager - asmith@geniuspeople.co.uk / 0141 280 0265

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. We aim to provide a formal response within 10 working days. Where this is not possible, we will inform you of the reason for the delay and provide an updated timescale

Once Genius People's internal complaints procedure has been exhausted, candidates may refer complaints to the relevant awarding organisation or funding body where applicable.

Qualifications Scotland – https://www.sqa.org.uk/sqa/97400.html

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

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

DSW - Complaints-Policy.pdf

SDS - Complaints - Skills Development Scotland

APM - APM Feedback and Complaints Process | APM

Privacy

To process a complaint Genius will hold personal data about the complainant, which the individual provides, and which other people give in response to the complaint. This data will be held securely

and only used to address the complaint. The identity of the person making the complaint will only be known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation is applied, or allegations are made which involve the conduct of third parties or relate to Genius People staff. Complainants have the right to object to the processing of their personal data based on legitimate interests. Genius People will destroy complaints files in a secure manner six years after the complaint has been closed

Information from Complaints

Genius People values all feedback and uses information gathered from complaints to identify opportunities for improvement. All complaints will be logged. Information from complaints will be reviewed to identify patterns, trends, recurring issues, and areas where improvements can be made to our services, procedures, and candidate experience.

Complaint data, outcomes, and actions taken will be analysed on at least an annual basis by the Centre Manager and shared with senior management as part of our quality assurance and continuous improvement processes. Where appropriate, lessons learned from complaints will be communicated to staff and incorporated into policy, procedural, or training updates. Personal data will be processed in accordance with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

Useful Contacts:

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

Colin McNee
Contracts & Compliance Manager
cmcnee@geniuspeople.co.uk
07545641462
1439 Cumbernauld Road, Glasgow, G33 1AN

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October 2026	2.1	C McNee	SDS complaint procedure link added.