



# Complaints Policy

## Introduction

This document sets out White Star Medical Services Ltd complaints policy and is aimed at customers, learners and all interested parties who encounter a direct or indirect service from White Star Medical Services Ltd. It covers complaints which learners, members of the public or customers may wish to make in relation to the qualifications and associated services offered by White Star Medical Services Ltd.

If you are unhappy about the way an assessment was managed and you suspect malpractice may have occurred you should send your concern to us in accordance with the arrangements in our Malpractice and Maladministration Policy.

## Review Arrangements

We will review the policy and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer, learner or regulatory feedback.

## How Should I Complain?

You should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you. If they cannot help or you wish to speak to someone else, you can ask to speak to the Manager.

If this is not possible, or if you are not satisfied with the help provided by the Manager, please send a written complaint. You should complain in writing, normally within one month of the event you are complaining about and address it to us at the contact details outlined at the end of policy.

## What Details Do I Give?

When you contact us, please give us your full name, contact details including a daytime telephone number along with:

- a full description of your complaint (including the subject matter and dates and times if known)
- the names of any of the people you have dealt with so far
- any copies you may have of papers or letters/emails to do with the complaint

## What Will Happen?

We will acknowledge receipt of your complaint within 5 working days, letting you know who is investigating your complaint.

We aim to investigate the complaint within 30 days. If your complaint is more complex, or involves people who are not available at the time, we may extend this to 60 days. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we shall write/email to inform you of our decision.

## What Happens if my Complaint is Upheld?

If any part of your complaint is upheld we will of course apologise and give due consideration to how we can improve our service and arrangements - for example, by reviewing our procedures to assess the impact on our arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.



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## **What if I Disagree?**

If you disagree with the decision the first point of call is the Manager. If you are still unhappy with the decision taken by White Star Medical Services Ltd in reviewing the complaint you can then take the matter through our Appeal arrangements which are outlined in our Appeals Policy. The matter will then be taken before the company's Board of Directors.