

VALKYRIE SUPPORT SERVICES COMPLAINTS POLICY STATEMENT AND INFORMATION

Scope

This policy covers the requirements of Valkyrie staff upon receipt of a complaint or concern raised by any customer or from any stakeholder affected either directly or indirectly by our activities.

Dealing with Complaints

A complaint is defined as any customer or stakeholder expressing dissatisfaction with any element of our service. Most complaints can be sorted out in the first instance with a conversation. Commonly the reason why complaints escalate is because they were not handled well in the first instance. Valkyrie staff will make every effort to understand any complaint which you may have and to resolve it to your satisfaction. If you have any concerns at any time we encourage you to speak with your usual contact from Valkyrie – where necessary they will escalate your concerns to the appropriate level within our organisation and we will act to resolve those concerns to your satisfaction.

How to Complain

If you wish to make a formal complaint, or otherwise if you wish to complain in confidence, please contact:

The Office Manager
Valkyrie Support Services Ltd
School House Farm, Beamhurst, Uttoxeter, ST14 5EA
charlotteharvey@vsslearning.co.uk
01889 566263

The details of your complaint will be recorded and escalated to the level within our organisation most appropriate to deal with your concerns. Your complaint will be handled in the strictest of confidence.

Following receipt of your complaint we will respond, initially, within 48 hours. As a minimum at this stage you will be notified of what we are doing and when you should expect to hear more from us. We will always make an effort to respond to you within those 48 hours, with a resolution, where possible.

Ultimately, we aim to resolve all complaints within 14 days. Where this is not possible your complaint will be escalated to the Managing Director who will contact you in order to explain and to provide you with further contact details for external bodies to whom you may wish to complain if you remain dissatisfied with our attempts to resolve your concerns.

Contact details for Further Action

In the unlikely instance that a complaint remains unresolved, the following contact details can be used for apprenticeship escalation.

You must contact the ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team.

ESFA complaints team
complaints.ESFA@education.gov.uk

Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

The ESFA will reply to let you know what will happen next.

Safeguarding

If you wish to report a Safeguarding or Health & Safety concern please contact:

The Safeguarding Officer
Valkyrie Support Services Ltd
School House Farm, Beamhurst, Uttoxeter, ST14 5EA
clairetaylor@vsslearning.co.uk
01889 566263

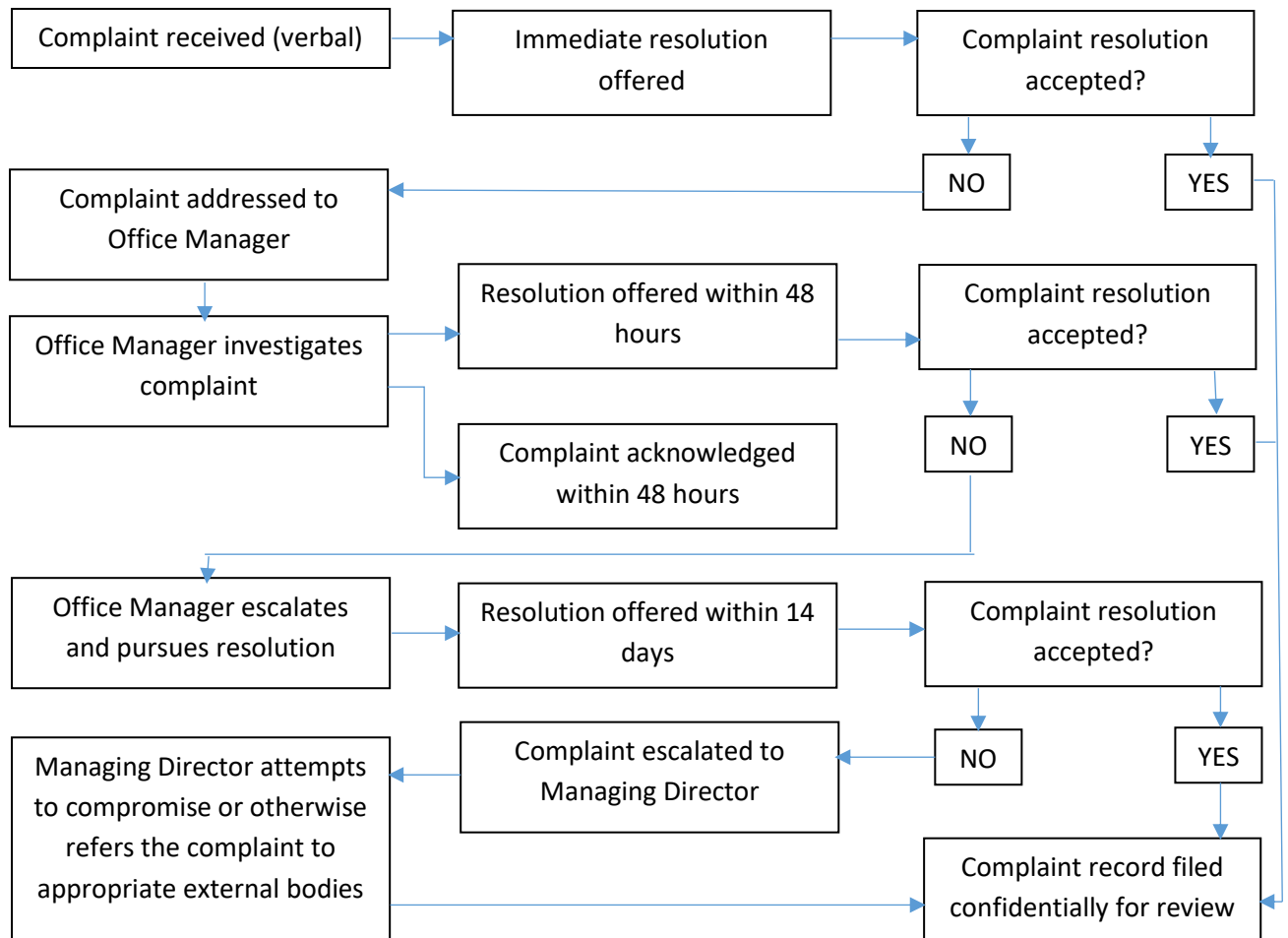
Please note that where Safeguarding incidents are reported which could mean that an individual is suffering from any form of abuse, we may not be able to treat the matter in confidence and may instead be required to report the incident to the appropriate authorities.

Exclusions

This Procedure does not apply to Appeals against Assessment Decisions which shall be covered by our Candidate Appeals Procedure.

Procedure

Your complaint will be dealt with according to the following procedure:



Policy Authorisation

Valkyrie Support Services Ltd commits to the contents of this policy which is authorised and signed by:

27th July 2022

Richard Hick
Chief Operating Officer