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# Optimum Health Training

## Complaints Policy

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Galway - 2017



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# Contents

- **Introduction**
- **Review Arrangements**
- **How Should I Complain?**
- **If I Complain, What Details Do I Have To Give?**
- **Complaints Brought to our Attention by the Regulators**
- **Confidentiality and Whistle Blowing**
- **What will Happen to my Complaint?**
- **What Happens if my Complaint is Upheld?**
- **What if I am Not Happy with the Reply?**
- **Contact Us**
- **Complaints Form**

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## Introduction

This document sets out our Complaints Policy and Procedure and is aimed at our learners who encounter a direct or indirect service from us or who do an ITEC course with us. We value all the learners who undertake our courses and our aim every day is to exceed the expectations of our customers.

We are confident of providing a high quality service and would be extremely disappointed if this is not the case.

Therefore, it is important should you feel you have encountered a level of service that is below both your and our expectations, that you raise any concerns you may have with us immediately so that we may address them and learn lessons.

All our staff have been made aware of these policies.



## Scope

This policy covers complaints that learners may wish to make in relation to the qualifications and associated services offered by our courses.

It is not to be used to cover enquiries about services offered by use or ITEC or appeals in relation to decisions made by us or ITEC. Should a complaint be submitted which is in fact an enquiry or an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our Appeals Policy.

If you are unhappy about the way an examination or assessment was delivered and conducted 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.

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## **Review arrangements**

Optimum Health 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 (e.g., to align with any Appeals and Complaints Process established by the Regulators) and any trends that may emerge in the subject matter of complaints received.

If you would like to feedback any views please contact us via the details provided below.

## **How should I complain?**

All of our staff have been trained to help our customers and they all like to help, so 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 in charge of that area.

If this is not possible, or if you are not satisfied with the help provided by the Manager, please send a written complaint, normally within 20 working days of the event you are complaining about, and address it to us at the contact details outlined at the end of the policy.

Learners and/or members of the public who wish to complain about a level of service provided by the us should go through our own complaints process before bringing a complaint to ITEC. However, learners can make the complaint directly to ITEC in exceptional circumstances where they feel there was a significant breach by the us of our various procedures.

## **If I complain what details do I have to give?**

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

A report that should contain the following if possible and relevant:

- Copies of correspondence between the learner and relevant parties regarding the complaint
- A statement of the circumstances and facts surrounding the complaint
- Written statements from all learners concerned
- Any work of learners and other assessment material relevant to the investigation

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- Any other supporting documents relevant to the complaint
  - Each complaint will be considered on an individual basis on all of the information provided
  - We will contact the learner in writing within 20 working days of receipt of the complaint outlining any further action we may take

### **Complaints brought to our attention by the regulators**

Where the Regulators notify us about failures that have been discovered in the assessment process or other activities of another awarding organisation, these will be reviewed in the same manner as other external complaints in accordance with the procedures below to ascertain if the same issue could affect ITEC qualifications.

### **Confidentiality and whistle blowing**

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us, and if you are concerned about possible adverse consequences, please inform us that you do not wish for us to divulge your identity. If it helps to reassure you on this point, we can confirm that we are not obliged (as recommended by the Regulators) to disclose information, if to do so would be a breach of confidentiality and/or any other legal duty.

While we are prepared to investigate issues which are reported to us anonymously, we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those the complaint/allegation relates. At all times we will investigate such complaints from whistle blowers in accordance with relevant whistle blowing legislation.

### **What will happen to my complaint?**

We will acknowledge receipt of your complaint within 2 working days, letting you know who is investigating your complaint.

We aim to investigate the complaint within 10 working days. If your complaint is more complex, or involves people who are not available at the time, we may extend this

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by 10 working 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 respond to the Complainant accordingly 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, internal disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

In situations where a complaint has been successful and indicates a failure in our assessment processes, we will as appropriate, take actions such as:

- Identify any other learner who has been affected by that failure
- Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- Ensure that the failure does not recur in the future

### **What if I am not happy with the reply?**

If you disagree with the decision the first point of call is our Customer Service.

If you are still unhappy with the decision taken in reviewing the complaint you can, where relevant, take the matter to ITEC and their our Appeal arrangements which are outlined in their Appeals Policy.

If after you have exhausted our Appeals arrangements and you are still unsatisfied with the outcomes, you can complain/appeal directly to the relevant Regulatory Authority for the qualification.

### **Contact us**

If you have any queries about the contents of the policy, please contact calling Optimum Health at 00-353-876722395 or email [aisling@optimumhealth.ie](mailto:aisling@optimumhealth.ie)

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## Complaints form

Centre, Learner, Examination & Booking Details

Name:

Date:

Qualification Title/Unit:

Centre Number:

Daytime Telephone Number:

Examination Booking Reference (if applicable):

Date of Examination (if applicable):

ITEC Student Number (if applicable) :

Please submit evidence of the following:

1. Evidence to support your complaint - mandatory
2. A statement outlining the Complaint & all relevant evidence - mandatory

For example:

- Relevant assessment outcomes
- Statements from Lecturer's where appropriate
- Statements from colleagues where appropriate
- Statements from clients where appropriate
- Please attach this form to the front of the documents when submitting by mail or complete electronically and attach it to the email with all supporting evidence
- NB We are unable to process the Complaint without the evidence listed above

Optimum Health contact: [aisling@optimumhealth.ie](mailto:aisling@optimumhealth.ie) 087-6722395

Weblink to ITEC appeals and complaints policies:

<https://www.itecworld.co.uk/students/appealsandcomplaints.htm>