



Green-State Innovation and Training Ltd

Complaints Policy and Procedure



1. Policy Overview

Green State Innovation and Training (GSIT) is committed to providing high-quality training services and working closely with awarding bodies to maintain excellence. We value feedback and take complaints seriously as they provide us with opportunities to improve our services. This policy outlines our approach to handling complaints, ensuring they are dealt with promptly, fairly, and in a transparent manner.

2. Purpose

The purpose of this policy is to:

- Provide a clear and consistent process for learners, staff, and other stakeholders to raise complaints.
- Ensure that complaints are handled professionally, impartially, and confidentially.
- Comply with the requirements set by relevant awarding bodies and maintain our accreditation.

3. Scope

This policy applies to:

- All learners enrolled in GSIT courses.
- GSIT staff and contractors.
- Partner organizations and awarding bodies.

Complaints may relate to:

- The quality of training, teaching, or assessment.
- Misconduct by staff or other learners.
- Issues related to awarding bodies or certification.
- Administrative processes, including enrollment, fees, and course materials.

4. Principles

GSIT is committed to:

- Handling complaints impartially, ensuring no discrimination or retaliation.



- Keeping all information related to the complaint confidential, sharing it only with those involved in resolving the matter.
- Resolving complaints as quickly as possible, within specified timeframes.
- Keeping all parties informed of progress and outcomes.

5. Complaints Procedure

5.1 Informal Resolution

1. Initial Discussion:

- Complainants are encouraged to raise their concerns informally with the relevant person (e.g., the course tutor, administrator) as soon as an issue arises. Many issues can be resolved quickly at this stage.

2. Outcome:

- If the issue is resolved satisfactorily, no further action is required. The staff member involved should document the concern and resolution.

5.2 Formal Complaint

If the complainant is not satisfied with the outcome of the informal process, or if the issue is serious, a formal complaint can be made.

1. Submission of Formal Complaint:

- The complainant should submit a formal complaint in writing to the GSIT Complaints Officer via email or postal mail. The complaint should include:
 - Complainant's name and contact information.
 - Details of the complaint, including any evidence.
 - The outcome sought.

2. Acknowledgment:

- GSIT will acknowledge receipt of the complaint within five (5) working days.

3. Investigation:

- The Complaints Officer will investigate the complaint, which may include gathering additional information, interviewing involved parties, and reviewing relevant documentation.



- The investigation will be completed within fifteen (15) working days from acknowledgment. If more time is needed, the complainant will be informed.

4. Outcome and Response:

- The Complaints Officer will provide a written response outlining the findings, any actions to be taken, and the reasons for the decision.
- If the complaint is upheld, appropriate remedial action will be implemented.

5.3 Appeal

If the complainant is dissatisfied with the formal resolution, they can appeal the decision.

1. Submission of Appeal:

- Appeals must be submitted in writing to the GSIT Director within ten (10) working days of receiving the formal complaint outcome.
- The appeal should detail why the complainant is dissatisfied and provide any new evidence.

2. Review:

- The GSIT Director, or a designated senior manager, will review the appeal and may consult with relevant parties.

3. Outcome of Appeal:

- A written decision will be provided within fifteen (15) working days of receiving the appeal. This decision is final within GSIT.

5.4 Escalation to Awarding Body

If the complainant is still dissatisfied after the appeal, and the complaint concerns a course accredited by an awarding body, the complainant may escalate the issue to the relevant awarding body. GSIT will provide guidance on this process.

6. Monitoring and Review

- All complaints will be logged and monitored to identify trends and areas for improvement.
- GSIT will review this policy annually to ensure it remains effective and complies with any new regulations or awarding body requirements.



7. Contact Information

- Complaints Officer: [Name]
- Email: [Email Address]
- Postal Address: Green State Innovation and Training, [Address]

Version control	Date of Policy	Authored by	Date of next review
Version 1	August 2024	IT	August 2025