

Compliments and Complaints Procedure

Introduction

GLAS Business Solutions (GLAS) is committed to providing a high-quality apprenticeship and training service. GLAS welcomes feedback as part of its commitment to continuous improvement in the quality of training, assessment, and service delivery.

This procedure may be used by apprentices, learners, employers, members of the public, instructors, assessors, or any individual who wishes to raise a compliment or a complaint about the services provided by GLAS or its representatives.

Scope

This policy applies to all apprenticeship programmes, qualifications, training provision, and associated services delivered by GLAS.

Internal Responsibility

All staff involved in the delivery or support of apprenticeships and training are required to be familiar with and adhere to this procedure.

Overall responsibility for the management, monitoring, and review of compliments and complaints rests with the **Quality Manager**.

Compliments Procedure

GLAS welcomes compliments and positive feedback.

Compliments may be submitted in writing by email or letter and should be sent to:

quality@glasbusiness.co.uk

All compliments are logged centrally by the Quality Manager and reviewed as part of GLAS's quality assurance and self-evaluation arrangements.

Complaints Procedure

A concern will be treated as a formal complaint where:

- An individual clearly states, verbally or in writing, that they wish to make a complaint; or
- An individual remains dissatisfied after informal resolution has been attempted and requests that the matter be treated formally.

Complaints may be raised verbally or in writing. Written complaints should be submitted to:

quality@glasbusiness.co.uk

or by post to:

Quality Manager

GLAS Business Solutions
Unit 14, Business Development Centre
Main Avenue
Treforest Industrial Estate
RCT, CF37 5UR

Acknowledgement and Response

GLAS will:

- Acknowledge receipt of a complaint within **5 working days**; and
- Provide a written response within **10 working days** of receipt.

Where additional time is required due to the complexity of the complaint, the complainant will be informed.

Investigation and Decision

Relevant parties will be contacted to establish the facts of the complaint.

Where a complaint cannot be resolved informally, it will be reviewed by the **Quality Committee**, which:

- Includes at least one company director and one member of the governance board
- Is chaired by the Quality Manager

The decision of the Quality Committee represents GLAS's formal response at this stage.

Confidentiality

All complaints are handled sensitively and in line with the **Data Protection Act 2018** and **UK GDPR**.

Information will be shared only where necessary to investigate the complaint or implement a decision. Individuals who are the subject of a complaint have the right to be informed of allegations made against them.

Complainants are asked to avoid including unnecessary personal or third-party data unless relevant to the matter raised.

Upheld Complaints

Where a complaint is upheld, GLAS will:

- Confirm the outcome in writing
- Identify any required corrective or improvement actions
- Review procedures, training, or practices where appropriate

Disciplinary procedures may be invoked where required.

Governance and Oversight

The Quality Manager will notify the Governance Board of any formal complaints received.

Complaints data is reviewed periodically to identify trends and inform continuous improvement.

Escalation

If a complainant remains dissatisfied following the Quality Committee decision, they may request escalation.

Escalation requests should be submitted in writing to:

quality@glasbusiness.co.uk

The complaint will be reviewed by a company Director, and a written response will be provided within **10 working days**.

This represents the final stage of GLAS's internal complaints procedure.

Awarding Organisations and Regulators

Where a complaint relates to an awarding organisation decision and remains unresolved after GLAS's internal process, the complainant may contact the relevant awarding organisation or regulator.

This includes, where applicable:

- Highfield Qualifications
- ETC Awards
- Ofqual / Qualifications Wales / CCEA Regulation

Monitoring and Review

This procedure is reviewed **annually** as part of GLAS's self-evaluation and quality assurance cycle, or earlier if required due to regulatory or operational change.

Contact Details

General enquiries: **info@glasbusiness.co.uk**

Compliments and complaints: **quality@glasbusiness.co.uk**