



## **Career Seekers Direct Complaints Policy and Procedure**

### **Background:**

This policy covers all the services delivered by Career Seekers Direct this includes delivery of:

- training as an approved training centre for NCFE and CACHE qualifications
- training using material designed by the company
- Information, Advice and Guidance
- assessment, accreditation and awarding of the national Quality in Careers Standard

### **Our Aim:**

We aim to provide the best quality and value services to our clients and customers. We will deal with any complaints or concerns in a prompt and professional manner. We will always aim for delivering exceptional customer service and will constantly strive to provide the best experience for our clients.

In the first instance, we would encourage our clients to raise concerns informally with the CSD Representative. Often this resolves the issue at the earliest stage without the need to escalate to a formal complaint. If the complaint cannot be resolved informally then a written complaint should be lodged with the MD of Career Seekers Direct Ltd at [enquiries@careerseekersdirect.co.uk](mailto:enquiries@careerseekersdirect.co.uk)

### **Members of staff responsible for Complaints**

Eva Harrison – Managing Director. Career Seekers Direct Ltd

### **Complaints process**

1. If a complaint is received in relation to any service delivered by Career Seekers Direct, it is recorded in the Complaints Register
2. An acknowledgement letter or email will be sent within 5 working days
3. The MD will conduct an investigation fully and respond within 10 working days
4. If the MD cannot meet the response deadline they will inform the complainant of the delay and state a new deadline.
5. All actions and communications will be recorded, with the aim of providing a prompt and satisfactory resolution.
6. If applicable, see below, any awarding organisation will be informed of the complaint and actions taken.
7. We hope that we can always solve your issue for you. However, if you are unhappy with our final response, you also have the right, for the services listed in the table below, to refer your complaint to the following organisations:



Service Being Delivered	Organisation(or named person) to Contact/Procedure if not happy with response to above process	Notes
All services	CSD Chair of Governance Steve Stewart at <a href="mailto:steve.stewart.oldham@gmail.com">steve.stewart.oldham@gmail.com</a>	
NCFE or CACHE qualifications	NCFE / Complaints Procedures available via <a href="http://www.ncfe.org.uk">www.ncfe.org.uk</a>  Learners and employers also have the right to refer their complaint to the Qualifications Regulators. Please note: Regulators require evidence that you have fully exhausted the steps within the Awarding Body Organisation Complaints Policy.	
Information, Advice and Guidance services in schools and colleges.	Career Development Institute/ CDI Discipline and Complaints Procedure. <b><a href="https://www.thecdi.net/Home">https://www.thecdi.net/Home</a></b>	CSD is an Affiliate Member of the Career Development Institute and Representatives are Registered Career Development professionals and follow the requirements of the CDI Code of Ethics raised to the Career Development Institute
Assessment, accreditation and awarding of the national Quality in Careers Standard	<a href="http://www.qualityincareers.org.uk">www.qualityincareers.org.uk</a>	CSD is a Licensed Awarding Body

Policy Written By: Eva Harrison

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