

# PERSES

## Complaints/Compliments Procedure Policy

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### Complaints Procedure

Any candidate who is dissatisfied with their tutor, examination/assessment process or their experience with any person or persons working for or on behalf of PERSES may formally complain. Complaints should be lodged within 5-working days of the incident/grievance from which their complaint has arisen.

Complaints can be lodged in the following ways;

- By approaching the tutor
- In writing and/or email to the centre office/appropriate persons\*
- By telephone to centre office/appropriate persons\*

Upon receipt of a complaint against any person or persons working for or on behalf of PERSES the following steps will be taken.

#### Step-1:

The person or persons against whom the complaint is set will be interviewed and presented with the allegations. If the complaint is refuted, then the originator of the complaint will be asked to expand the nature of the incident/grievance. If the originator cannot, or will not, then the procedure ends. If the person or persons against whom the complaint is set admits to the allegations of which the complaint is set, then they will move to step-2.

#### Step-2:

The incident/grievance will be thoroughly investigated by an appropriate person and every endeavour will be made to ascertain the true picture of what has occurred, and this may involve interviewing all parties concerned. PERSES will always endeavour to reach an amicable outcome that satisfies all parties involved. Where all party agreement cannot be met, then the procedure moves to step-3.

#### Step-3:

Step-3 will be a 'case by case' step where an amicable outcome will be arbitrated by a Director/appropriate person in an attempt to satisfy all parties.

#### Step-4:

If the incident/grievance is still unresolved following the completion of step-3, the Director/appropriate person will take written reports from all parties concerned to the awarding body. Upon advice from the awarding body, the Director/appropriate person will attempt to resolve the grievance to the satisfaction of all parties. The decision will be final and notified to all parties.

\*Other relevant persons within PERSES whom the complaint is not set against.

Contact details as per 'Centre Details' within your induction paperwork.

### Compliments Procedure

If you wish to formally compliment PERSES on any aspect of its product or service, including that received by individual members of staff, please contact any member of PERSES staff in writing via letter or email. All compliments will be held on file within the centre and may be used for Quality Assurance purposes.

On behalf of PERSES

Signed:



Date: 28<sup>th</sup> of January 2026

Mr Stephen McCann – Managing Director