



COMPLAINTS POLICY

The Complaints Policy

Introduction – your Comments

We aim to provide all learners with a professional service at all times and seek to continuously improve our delivery of training provision. We therefore welcome and encourage feedback from learners. Collaborative Counselling Academy Ltd. makes many decisions and tries hard to do the best for all its learners.

Your comments – either positive or negative are helpful for future planning. Please leave your comments by email <mailto:info@collaborativecounselling.academy> These will be responded to within 5 working days.

Complaints

If you have a complaint about any aspect of the Academy's training provision, please contact your tutor or the Director (Christine Joseph). Please also identify your concerns in writing. It is our aim to resolve complaints promptly and to the learners' satisfaction by listening to what you have to say and by offering a full explanation or apology if appropriate.

Should you remain dissatisfied, your complaint will be forwarded to the other one of the Academy's Directors to consider.

Our promise - to you

- Your complaint will be dealt with honestly, politely and in confidence.
- Your complaint will be looked into thoroughly and fairly.
- If your complaint is urgent, we will deal with it more quickly.
- We will keep you up-to-date with progress at each stage.
- You will get an apology if we have made a mistake.
- You will be told what we are going to do to put things right.
- You will get a full and clear written reply to formal complaints with twenty-eight working days.
- You will be advised where to go next if you are still dissatisfied.



How to Complain

Stage One – Initial Concerns

If you have an initial concern, you should in the first instance raise this with the Academy Training Manager. We hope that the matter may be discussed directly and resolved satisfactorily.

Stage two – Informal Complaint

If your concern cannot be satisfactorily resolved by the Academy Training Manager, please complete an Informal Complaint Form and submit this to the Academy Training Manager for further investigation. The Academy Training Manager will acknowledge receipt of your appeal within 5 working days. You may be invited to a meeting to discuss your complaint. You will be advised of the outcome of the Informal complaint in writing within 10 working days of the date of the Informal Complaints Form submission.

Stage Three – Formal Complaint

If you are not satisfied with the outcome of an informal complaint, please complete a Formal Complaint Form and submit this to the Academy Directors for further investigation. The Directors will acknowledge receipt of your appeal within 5 working days and will consider which steps are appropriate in responding to the complaint. You will be invited to a meeting to discuss your complaint. It is expected that in most cases this stage of the procedure will be completed within 14 working days. You will be advised in writing of the outcome of the Formal Complaint within 28 working days of the date of the Formal Complaint Form submission.

We will not accept a formal complaint more than 3 months after you have received a response to the informal complaint.

We hope that a satisfactory resolution may be reached through the Initial Concerns, Informal and Formal Complaints Procedures set out in the Complaints Policy.

If you are no longer a registered student with CCA, we will not accept a complaint more than 3 months after you have left the course you were registered on.