

Complaints Procedure for Customers

Introduction

Standguide Group is a skills training and recruitment company which provides a service for a range of training and employment issues. This service also includes information, advice and guidance and practical support towards sustainable employment. We operate within the standards / regulations set by Ofsted, matrix and Investors in People. All our company policies and procedures comply with current government legislation.

If you have a complaint about our service

Stage 1

If you are unhappy with any aspect of the service, you have received you should begin by discussing your concerns with the person concerned or an appropriate member of our staff. This will provide an opportunity to see if your concerns can be resolved quickly, simply and informally.

Stage 2

If you feel that your concerns still cannot be resolved, then please ask to speak to the Business Manager. The Business Manager will attempt to resolve your complaint and they will give you a response within five working days. If you are not happy with this response, you can move to Stage 3.

Stage 3

If you are not happy with the resolution offered by the Business Manager you can contact Standguide's Contract Manager who will respond within five working days at the address below:

Standguide's Contract Manager (Please state which provision)
Standguide Group
Suite 2, First Floor,
Mosley Street,
Manchester
Greater Manchester
M2 3AN

If you are not happy with this response, you can move on to stage 4.

Stage 4

You can make a complaint by completing one of our Complaint Forms or alternatively by email or in a letter. Impartial and confidential assistance will be provided to complete the necessary paperwork and support all customers. You can obtain a form from any

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Standguide centre or by calling our Head Office on 0161 881 4826 or info@standguide.co.uk.

Any of the above methods should be addressed directly to:

The Head Office Manager
Standguide Group.
Suite 2, First Floor,
Mosley Street,
Manchester
Greater Manchester
M2 3AN

Standguide's Head Office Manager will respond within five working days. If you are not happy with this response, you can move on to stage 5.

Stage 5

If you are still not happy with the way your complaint has been dealt with, you can make a complaint directly to the Prime Provider or the DWP. We will provide you with the details of the appropriate person to contact.

Stage 6

If you are still not happy with the response you can escalate your concern to the Independent Case Examiner (ICE).

ICE Contact details are:

Independent Case Examiner's Office
PO Box 209
Bootle
L20 7WA

We aim to make sure that everyone on our programmes has a positive experience that helps them move into sustainable employment.

Should you have a complaint, we are committed to taking your complaint seriously and will attempt to resolve it as quickly as possible.

You do not have to provide your name when making a complaint, but you must be aware that this means that although we will take note of your concerns and act accordingly, we will be unable to resolve these issues with you directly.