



COMPLAINTS POLICY

Sol Institute Complaints Policy provides the framework within which anyone who is dissatisfied with the Institute can raise their concerns. The framework also assists staff to deal with complaints from learners, employers, contractors, visitors and other interested parties.

INFORMAL STAGE

It is recognised that some concerns are raised informally, and these can and should be dealt with immediately. An informal complaint should be raised directly with the relevant Tutor, Trainer, or Head of Department. Any such concerns should then be raised promptly and directly with the individual against whom there is a concern where relevant. We aim to resolve informal concerns quickly and effectively. If concerns are not satisfactorily resolved in this way complainants should follow Sol Institute formal Complaints process as outlined below.

FORMAL STAGE

The formal procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

RESPONSIBILITY OF THE COMPLAINANT

If the complaint is not resolved at the informal stage, or the complainant does not wish to follow the informal complaint process, they should:

- Communicate their complaint in writing to:

Sol Institute Academic Head,
115 Fairfield Street, Manchester,
Piccadilly Station, M12 6EL,
United Kingdom.

- Bring their complaint to the attention of Sol Institute within 12 weeks of the incident occurring.
- Explain the concern as clearly and as fully as possible, including any action taken to date.

RESPONSIBILITY OF SOL INSTITUTE

Sol Institute welcomes feedback to enable us to improve our services. We will respond to any dissatisfaction with our services fairly and promptly.

- You will receive an initial response within 48 hours of receipt of your formal complaint
- Your complaint will be looked into and a response sent to you within 10 working days detailing our findings.
- A further, more detailed response will be sent on conclusion of a full investigation if
- relevant.
- You may be offered a meeting with the parties involved if appropriate.
- All informal and formal complaints will be logged on our central log.
- These will be retained for a period of 2 years following resolution and closure of the complaint at which point all information relating to the complaint will be deleted.

APPEALS AND ESCALATION PROCESS

You may appeal if you are dissatisfied with the outcome of your complaint. Your appeal must be submitted within 20 working days from receipt of the complaint response. Your appeal should be sent in writing to the Academic Head. If you have fully exhausted our complaints procedure, have evidence of this and remain dissatisfied, you can contact the Awarding Body. You can also contact the Awarding Body if you are being prevented from exhausting our complaints procedure, or if you are no longer able to contact us because we are no longer trading. If you wish to follow the path of making a complaint to the Awarding body, you will be directed to the Customer Relations Manager who will help you facilitate the process.

CONFIDENTIALITY

Sol Institute will keep you informed of progress with your complaint and how we are handling the information provided under this Complaints Procedure. Where an investigation is required, your information may be shared with other Sol Institute staff members or external third parties. Before sharing your information, we would inform you of this, unless there were exceptional circumstances, for example, where doing so could pose a risk of harm to you or others.

In the case of young people under the age of 18 raising a complaint, depending on the nature of the complaint, we may be obliged to inform their parent/guardian.

REVIEW

This policy will be reviewed on an annual basis or following changes to Government updates and statutory guidance in relation to Covid-19 and company risk assessment policies and processes.