



Complaints Procedure

Introduction

1. Electric Mayonnaise Ltd is committed to achieving high standards of delivery in all its activities for learners, by endeavouring to provide a service that:

- Is consultative, seeking always to improve in all aspects of its business
- Responds in a timely, open and informative manner to complaints
- Is manageable and cost-effective and not burdened with unnecessary procedures and processes.

2. Electric Mayonnaise Ltd will endeavour to deal with complaints quickly and efficiently: wherever possible, the need for a formal written complaint will be avoided. However, if the matter requires a formal complaint the following procedures will be implemented.

Making a complaint

3. Individuals should not refrain from making a complaint, to express dissatisfaction with services or products provided by Electric Mayonnaise, on financial or any other grounds, unless the complaint is frivolous, vexatious or malicious. Electric Mayonnaise will deal with all complaints in a fair and timely manner: a record will be kept of formal complaints and the outcome of any resulting investigation and action, to enable Electric Mayonnaise to improve its services as appropriate.

4. Electric Mayonnaise encourages any person wishing to make a complaint to do so in the first instance by emailing Electric Mayonnaise. Experience suggests that very often complaints can be dealt in this way with to the satisfaction of all parties concerned without the need to escalate the matter to a formal written complaint.

5. When recourse to making a formal complaint is deemed necessary, the complaint must be sent in writing (by post or email). Electric Mayonnaise will record and acknowledge receipt of all written complaints, and will endeavour to address the matter and achieve a satisfactory outcome for all parties as quickly as possible.

6. No-one involved in the actions or behaviours which may form the subject of the complaint will be involved in determining the outcome of the complaint.

7. It is important to note that any individual making a formal complaint who is dissatisfied with the decision arising from Electric Mayonnaise dealing with a complaint must then follow the Electric Mayonnaise Appeals procedure.

Complaints procedure

8. In the first instance anyone wishing to register a complaint with Electric Mayonnaise should do so by emailing Electric Mayonnaise (see below for contact details). Those making a complaint must be prepared to provide, in confidence, their full name, address and contact details. These details should also be included in any emails.

9. Wherever possible, Electric Mayonnaise staff will attempt to deal with complaints informally, to avoid the need for a formal written complaint to be submitted.

10. The following are the general areas into which complaints may be categorised.

(a) Complaint about Electric Mayonnaise's general customer service. These complaints can be made informally by telephone, or formally in writing, to Head of Centre or a Director of Electric Mayonnaise. The Director will investigate the matter concerned and report back to the person making the complaint as quickly as possible – typically within 3 working days following receipt of the original complaint.

(b) Complaint relating to course content. Electric Mayonnaise recommends that the complaint is first raised informally with the tutor concerned. If this fails to resolve the problem the complaint will be referred to Electric Mayonnaise who

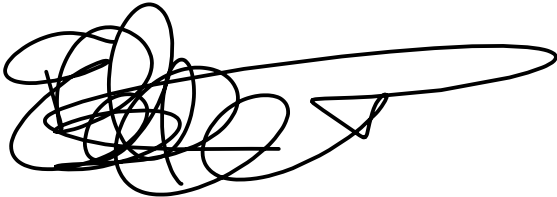
will consult with the course content author and then respond to the person making the complaint. If this does not resolve the matter a formal written complaint may be submitted.

(c) Complaint about a tutor. Please note that Electric Mayonnaise will not normally accept complaints about the qualifications and experience of individual tutors; but complaints about a tutor's apparent lack of knowledge of a particular subject, or the style and content of a tutor's communications with a candidate, may be considered. Electric Mayonnaise requires that any such complaints about a tutor are made in writing. The matter will be investigated by a Director and the Internal Quality Assessor and a response will normally be sent to the person making the complaint within 21 working days of receipt by Electric Mayonnaise

(d) Complaint about grades awarded for an assignment or at end-of-course. An initial informal notification of disagreement with a grade can be made by email to Electric Mayonnaise, outlining the nature of the complaint and the basis of the disagreement. However, it is usual for complaints about grades to be made using the Electric Mayonnaise Appeals Procedure (see Appeals Procedure)

11. Electric Mayonnaise will keep signed and agreed written records of all complaints.

Signed by: Ella de Beer

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

Date: 12.01.2023

Date for Review: 12.01.24