

Customer Care Policy

(Compliments, Comments and Complaints)



Authorised for issue:	Author: Mark Ritchie Author Position: Quality Manager	Approver: Rachel Clough Approver Position: Quality Director
Purpose:	To improve our services by listening to our customers in a fair, efficient and professional manner, and addressing any compliments, comments, complaints or questions to the satisfaction of all customers.	
Audience:	Our employees and anyone working on behalf of Inspiro This policy should also be shared with our learners, employers and those representing Inspiro through sub-contracted provision.	
Scope:	Customer care and customer service principles and standards.	
Legal Entity Document Applies To:	Inspiro Learning Limited Remit Group Limited	
Version:	16	Issue date: 07/05/26
Last modified:	09/08/25	Review due: 07/05/27
Reference number:	C127insp	
Cross-referenced policies:	Equality, Diversity and Inclusion Policy, for inspiro employees Learner Equality, Diversity and Inclusion Policy Customer Support Policy Employer Engagement Strategy Teaching, Learning and Assessment Policy Disciplinary Policy Grievance Policy Fairness and Dignity Policy Learner Health & Safety Policy Learner Welfare and Safeguarding Policy Code of Conduct Policy Whistle Blowing Policy	
Further information:	Please contact your Inspiro Representative for more information on our commitment to customer care.	

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Content

Policy statement.....	3
Our promise to you	3
What are Customer care issues	3
Customer service principles	3
How to make a compliment, comment, complaint or other contact	4
External Escalation	5
How we approach complaint resolution.....	5
Delivering an individualised service to customers	7
Making the policy a success.....	7
How to contact us	7

Policy statement

As an organisation we are committed to providing a customer-focused range of services which align to our approach to ESG (Environment, Social, and Governance).

We are committed to listening and responding to our customers, employees, associates and partners, to offer choice, access and flexibility. We aim to improve our services through customer feedback - positive or negative – we always welcome the opportunity to put things right if a problem has occurred.

Our promise to you

All Inspiro employees are responsible for providing a fair, efficient, caring and professional service, at all times. To meet these responsibilities we will respond to you:

- Quickly
- Fairly
- In a courteous, attentive and helpful manner

What are Customer care issues

There may be occasions where the level of service that Inspiro or one of its partners provide that is below or above expected levels these can fall into three areas as below:

- Compliments – where a customer is really pleased with a particular aspect of our service and provides praise for that particular aspect
- Comments – where a customer may be pleased or displeased with the level of service but wants us to know about that particular type of feedback, this differs from comments on online systems such as social media
- Complaints – where a customer is dissatisfied with the level of service provided and wants to tell us about this experience, the impact it has had and are looking for us to formally resolve it for them

Customer service principles

We will always:

- Be open, honest and fair in our response
- Ensure that our employees take responsibility for resolving or dealing with your compliment, comment, complaint or question, or that they refer it to an appropriate colleague
- Keep you informed of what is happening
- Explain our decisions
- Act in accordance with the law
- Record and monitor compliments and complaints; sharing and addressing issues as appropriate
- Handle your personal information with care, in accordance with the law and data protection legislation, and make our Privacy Notice accessible
- Treat your compliment, comment, complaint or question confidentially

All feedback is evaluated and acted upon in order that we are able to make further improvements to services and to ensure best practice is shared.

We have a range of customer care standards and these are summarised below:

How to make a compliment, comment, complaint or other contact

- You may contact us in whatever form is appropriate for you - see How to Contact Us below. We will acknowledge receipt and will keep you informed of progress towards a full reply.

Examples:

Face to face contact

We will:

- Make sure that customer-facing meeting environments are agreed and accessible
- Respect your privacy, offering private areas for discussion if required
- Aim to resolve your query at the first point of contact, following our resolution process as set out below where required
- Provide a named contact to manage your compliment, complaint or question (where this is required)

Contact by telephone

We will:

- Operate our manned telephone lines during normal working hours. Where you are unable to reach a telephone operative, we will respond to all voicemail messages within 24 working hours
- Attempt to resolve your query at the first point of contact. Where we are unable to help you immediately, we will take your details and involve an appropriate colleague who will make contact with you within 48 hours
- Follow our resolution process as set out below, where required

Contact in writing (postal, email, online, text messaging)

We will:

- Aim to acknowledge your emails sent to mailboxes or text/instant message within 48 hours during weekdays, with the exception of bank holidays
- Aim to respond to standard postal enquiries within five working days (one week) of receipt. If the issue is complicated and likely to take longer to resolve, we will give you an estimate of how long this may take
- Ensure that, within the response provided, you are given a named contact, who will deal with any further correspondence
- Follow our resolution process as set out below, where required

Complaints Procedure

A complaint is an expression of dissatisfaction concerning Inspiro Learning product or service. Inspiro Learning take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention. Therefore we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your Inspiro Representative in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Inspiro Representative, then please contact the Quality Team via the following option:

E-mail: Training.quality@inspirolearning.co.uk

When you contact us, please provide us with your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Inspiro Learning ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge your complaint within 48hrs normal working hours.

The Quality Manager will then investigate your complaint and respond to you within 1 week.

External Escalation

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly. See appendix 1 for list of Awarding Organisations, you can locate their complaints policy on their website:

Should you address your complaint to the relevant Awarding Organisation and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Inspiro Learning or the Awarding Organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

*The following list of Qualification Regulators are provided as additional guidance:

- OFQUAL for RQF Qualifications in England
- Qualifications Wales is the regulator of non-degree qualifications and the qualification systems in Wales
- CCEA Regulation is responsible for regulated qualifications in Ireland
- Qualifications Scotland Accreditation for SCQF Provision

The following relates to complaints regarding public service organisations in Scotland and Northern Ireland. Should you have undertaken a qualification in Scotland or Northern Ireland through a public service organisation and wish to make a complaint and you have exhausted the procedures of Inspiro Learning, Awarding Organisation, and the relevant qualification regulator, if applicable, then you do have one final route of complaint.

Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: www.spsso.org.uk.

Please contact the Northern Ireland Public Services Ombudsman (NIPSO) directly, details can be located on their website: <https://www.nipso.org.uk/>

How we approach complaint resolution

We aim to resolve any complaints at the first point of contact. Where we are unable to do this, we operate a formal escalation process:

- All complaints are referred to the appropriate manager / quality lead for attention
- A proposed resolution is made to the complainant
- Complaints that are unresolved to the satisfaction of the complainant can be referred to a higher level manager for resolution. The full escalation process depends on the nature of the complaint. The escalation level can be provided to individual complainants upon request

- If a learner complaint remains unresolved after escalation, learners may have the right to refer the complaint to the relevant funding body for resolution. In England this is the Department for Education (who contributes to the funding of your apprenticeship). They can be contacted via the Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk. Further guidance can be found on the [Department for Education website](#). Details of the final escalation process for the devolved nations can be provided upon request.
- Complaints from learners regarding fair assessment of qualifications follow a specific appeals process which is made available to learners in every nation and set out on Inspiro's e-learning systems, and in England, within the Commitment Statement. A hard copy or digital version of this process can be provided upon request.
- Specific employer / customer complaints in relation to contractual terms and conditions follow the process set out in each employer agreement/contract.

Data Protection complaints will be dealt with in accordance with the law, further detail can be found in our Rights Request Policy.'

Right of Appeal

Any complainant who is dissatisfied with the outcomes of the investigation when it has been through

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Quality Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Quality Director will investigate in full and respond to you within 72hrs.

The Quality Director can be contacted on:

E-mail: Rachel.clough@inspirolearning.co.uk

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Awarding Organisation	Website Address	Contact Number
Active IQ	https://activeiq.co.uk	01480 467950
City & Guilds	https://www.cityandguilds.com/help/help-for-learners	0192 4930 801
EAL	Customer.experience@eal.org.uk	01923 652400
Highfield	https://www.highfieldqualifications.com	01302 363277
iCQ	https://icanqualify.net/cgi-bin/icanwebsite	020 3897 9293
ILM	ILM (i-l-m.com)	01543 266867
IMI	https://student.theimi.org.uk/	01992 511521
Pearson	https://www.pearson.com/uk/learners.html	0800 7811378
Qualifications Scotland	Complaining to Qualification Scotland Qualifications Scotland will not deal with complaints around academic issues, these should be dealt with through the appeals process	0345 279 1000

Delivering an individualised service to customers

All our customers have the right to expect a high level of service. Where customers have a specific access requirement Inspiro will make every attempt to supply information in an appropriate format.

Making the policy a success

We will do this by:

- Supporting and developing Inspiro's employees to provide the highest level of customer service standards
- Carrying out customer surveys, sample observations and interviews, in order to collect the views of our customers
- Monitoring and analysing feedback to identify where we need to make improvements and share best practice
- Publicising our policy on our website and on our learning management system

We value your views and if you feel that we have not met the standards set out in this policy or you have any questions, compliments or complaints, or would just like to comment regarding Inspiro's services, please contact us below.

How to contact us

The first line of complaint is the Inspiro Representative. All employers and learners are provided with these contact details at enrolment.

Alternative contact details; Mailbox – contact@inspirolearning.co.uk

Telephone – 0800 731 8199