



Quality Policy

Innovative Alliance seeks to deliver an outstanding customer experience underpinned by robust Quality Management and Monitoring arrangements that give the organisation the ability to make informed judgements and meaningful improvements.

The Quality Manual, incorporating this Compliments, Comments and Complaints Procedure and the associated Customer Feedback Procedure, and Quality Management Policy and Procedures are designed to facilitate this.

Compliments, Comments and Complaints Procedure

Everyone at Innovative Alliance wants our customers to get the most out of their programme and to have a really enjoyable experience. We use any feedback that is given to us, positive or negative, to improve our services and processes for the benefit of all our customers.

In the regrettable event that a customer feels they haven't received the best treatment from any member of our staff, the customer has the right to make an official complaint and to have this dealt with professionally and speedily. Innovative Alliance will take into account its duty to promote Equality and Diversity throughout this process.

Stages in the Procedure

Stage 1: Informal Resolution

We hope that any issues can be resolved informally by talking in the first case to the customer about any concerns.

Stage 2: Informal Resolution - Escalated to Engagement Manager or Managing Director

If a customer does not feel comfortable with informal discussions with their tutor or doing this does not bring about a resolution they are satisfied with, the Engagement Manager will consider the circumstances surrounding a complaint and progress it as necessary.

Employers or partners may escalate their complaint directly to the Managing Director for consideration and resolution.

Stage 1 and 2 Informal complaints must be reported via email to the Administration and Compliance Manager with notification of what the complaint is and how it has been resolved.

Stage 3: Formal Resolution

In the regrettable event that a customer feels that they haven't received the best treatment from any member of our staff, they have the right to make an official complaint and to have this dealt with professionally and speedily.

Stage 3 Complaints will be dealt with through the following procedure:

1. Acknowledge receipt of the complaint by telephone or in writing. Acknowledgement should be made immediately on receipt of the complaint.
2. The MD will identify who will be dealing with the complaint
3. Tell the complainant what action will be taken
4. Tell the complainant when they can expect a resolution. Stage 3 complaints should aim to be resolved within 10 working days of receipt of the complaint.
5. The complainant must be kept informed of the advances being made with the case.
6. Conclusion of the investigation and resolution must be sent to the complainant in writing and a copy given to the Administration and Compliance Manager.