

Dear Customer,

The JGA Group is dedicated to providing its services to the highest standards. An important part of the processes that ensure these standards is a fair and open method of dealing with complaints, as efficiently and as rapidly as possible, to the entire satisfaction of all concerned. The objective of this procedure is to inform our customers of the most effective way of making a complaint or paying a compliment.

### **Paying a Compliment**

- Please contact your Course Tutor/Assessor/Practitioner, where applicable.
- If you would like to pay a compliment directly to JGA use our email address [enquiries@jga-group.co.uk](mailto:enquiries@jga-group.co.uk).

### **Making a Complaint**

There are four stages:

#### **Stage 1: Initial Complaint/Comment or Compliment**

- Contact Course Tutor/Assessor/Practitioner, where applicable. If not, go straight to Stage 2.
- Explain your concern in as much detail as possible.
- If the concern cannot be cleared there and then, ensure that the staff member provides a mutually acceptable time to report back with a solution.

#### **Stage 2: Unresolved Concern**

If you are not satisfied with the solution provided, or the staff member has not reported back at the agreed time:

- Contact the Operations Director, by phone, e-mail or letter, providing full details of your concern and the outcome at Stage 1. Tel: 0208 426 2666, [susan.prestridge@jga-group.co.uk](mailto:susan.prestridge@jga-group.co.uk), The JGA Group, Innov8 Vocational Centre, Clifton Gardens, Uxbridge UB10 0EZ. There is also a generic email - [enquiries@jga-group.co.uk](mailto:enquiries@jga-group.co.uk).

Expect to be contacted within three working days.

### **Stage 3: Formal Complaint**

If you are not completely satisfied:

- Write to the Managing Director, providing full details of your complaint, including copies of all applicable documentation/evidence, together with details of the response you received at Stages 1 and 2. Tel: 0208 426 2666, [richard.goodwin@jga-group.co.uk](mailto:richard.goodwin@jga-group.co.uk), The JGA Group, Innov8 Vocational Centre, Clifton Gardens, Uxbridge UB10 0EZ.

Expect a written acknowledgement within three working days, together with information on when we intend to provide a formal reply.

### **Stage 4: Escalation**

If you are still unsatisfied; the formal reply, received in Stage 3, will provide details of whether and how you can further escalate your complaint to an awarding organisation or other external body.

### **Stage 5: Further Escalation**

If after escalating the complaint to the awarding body a resolution is not found then the complaint can be escalated to the qualification regulator Ofqual.

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