



awarding body will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

Or if they should have a complaint about any other issues, then the following procedure should also be adopted.

### **Complaints Procedure**

A complaint is an expression of dissatisfaction concerning OPP. OPP takes all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention. Please note that all communication regarding a complaint or appeal will be dealt with, in the strictest of confidence and only shared by those people who are authorised to deal with the incident

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. 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 course Tutor/Assessor/IQA 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 Tutor/Assessor/IQA, then please contact the Complaints Manager – Phillip Gates via one of the following options:

email: [phillip.gates@opperformance.co.uk](mailto:phillip.gates@opperformance.co.uk)

Write to: Phillip Gates, Complaints Manager, OP Performance Limited, Unit 1 Link Place, Link Lane, Accrington, Lancashire, BB5 1AE

When you contact us, please give us 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.

OPP ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Manager will investigate your complaint and respond to you within 6 working days.

### **Appealing after an initial complaint has been raised**

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 Chief Executive Officer, Liam Minehane. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Managing Director will investigate in full and respond to you within 10 days.

The Managing Director can be contacted on:

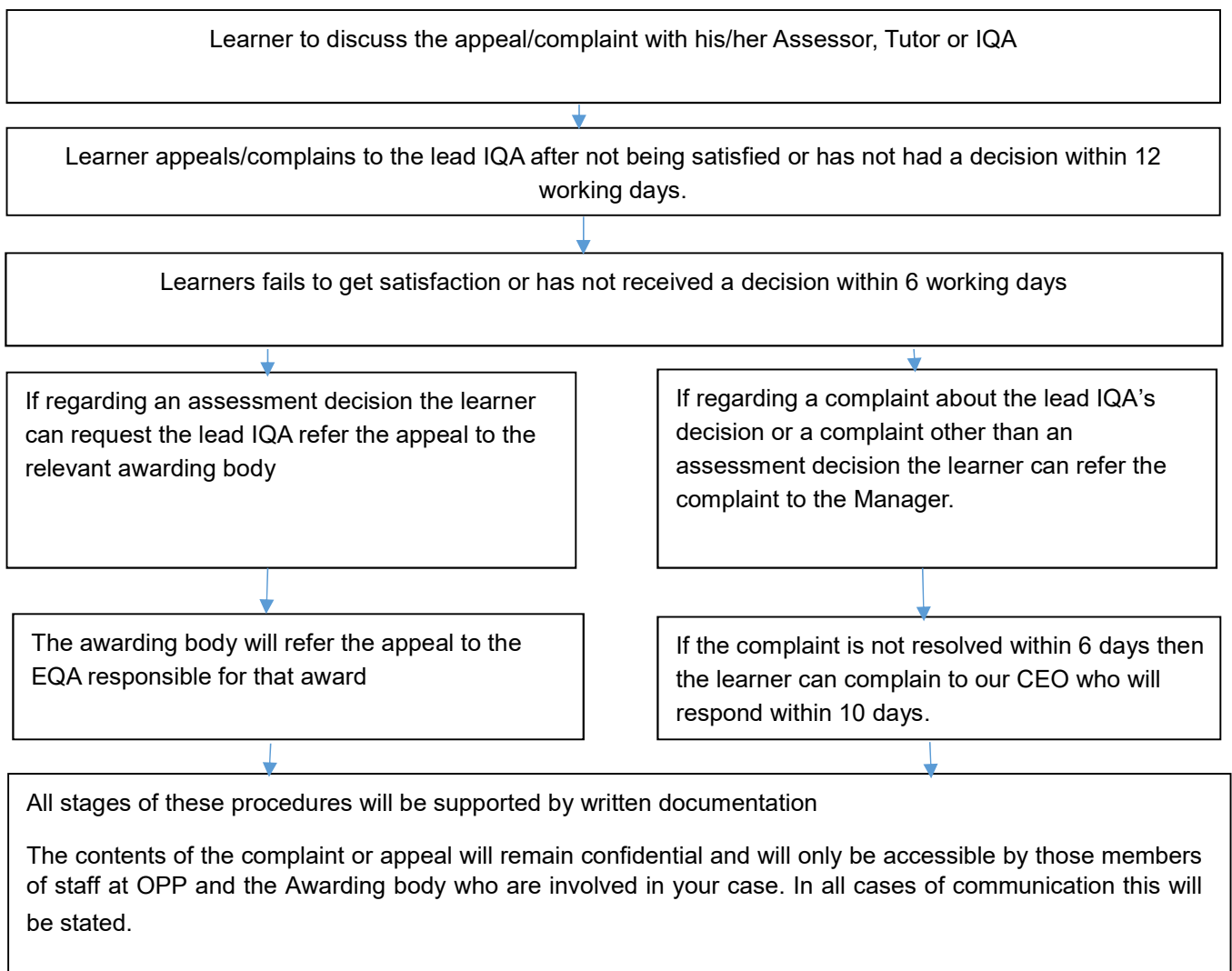
email: [anthony.henry@opperformance.co.uk](mailto:anthony.henry@opperformance.co.uk)

Write to: Anthony Henry, OP Performance Limited, Unit 1 Link Place, Link Lane, Accrington, Lancashire. BB5 1AE

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure then please contact the Awarding Organisation directly. This information will be given to you at the beginning of your qualification but can be supplied by the Lead Internal quality assurer.

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

### **COMPLAINTS / APPEALS PROCEDURES**



**OP Performance  
Limited**  
Unit 1 Link Place  
Link Lane  
Accrington  
Lancashire  
BB5 1AE  
Tel: 01706 821 224  
www.opperformance.o.uk



**If the above does not resolve to learner's satisfaction it can be appealed to the Awarding body and regulator.**

**Please send any internal appeals or complaints to:**

**Phillip Gates  
OP Performance Limited  
Unit 1 Link Place, Link Lane  
Accrington, Lancashire, BB5 1AE  
Tel: 01706 821 224  
email: phillip.gates@opperformance.co.uk**

I have read and understood Learner Appeals Procedure.

Learner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Assessor Signature: \_\_\_\_\_ Date: \_\_\_\_\_