



## NET Complaints Policy

### Document History

#### Version History

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## 1 Introduction

### What is a Complaint?

A complaint is an expression of dissatisfaction of the services and /or products provided by NET. NET welcome your comments, suggestions and feedback on the level of service you have experienced when using any of our products.

This policy does not cover any appeals decisions, in relation to decisions made by NET; this is covered separately by our Appeals Policy.

While appeals may only be made by candidates, NET is committed to investigating and resolving complaints from all parties involved in the delivery of our Assessments of Occupational Competence (AOC)/End Point Assessments (EPA).

Those wishing to lodge a formal complaint must do so within 20 working days of notification of the result of their or their candidates AOC/EPA. Please send a written complaint to [info@netservices.org.uk](mailto:info@netservices.org.uk) using NET's Complaints Form located on the NET website - Complaints Form.

## 2 Overview of the NET Complaints Process

In the event of a complaint against a NET Licensed Centre, contact the centre where the assessment was taken, to establish whether the centre can resolve any questions or concerns.

If a satisfactory outcome cannot be achieved during discussions with the centre, those wishing to complain formally are invited to contact NET after the centre's own complaints procedure has been exhausted.

## 3 How to Raise a Concern

### NET Complaint Review (Stage 1)

A complaint to NET is received via the NET website form and the complainant will receive an e-mail notification to inform them that the complaint has now been logged and will be reviewed. NET will appoint a Complaint Manager (CM)

The NET Complaint Review will be carried out by the Complaint Manager (CM)

### What Happens Next?

- The Complaint Manager (CM) is notified, and the complaint is logged on the Marking and Management System (MMS).
- The CM will investigate the complaint and speak to all those involved including the complainant, if required.



- The CM will ask you to provide as much information/evidence as possible via email to enable the CM to effectively follow through on your complaint.
- The CM will consider each complaint sensitively and carefully and decide upon an appropriate initial response. In line with the General Data Protection Regulation (GDPR), NET may share with third parties information received in the disclosure where we consider it legally necessary to do so. - You have the right to object to the processing of your personal data based on legitimate interests.
- Where required by law; NET may also process your personal data if required by law, including responding to requests by government or law enforcement authorities, or for the prevention of crime or fraud.
- The CM will base any investigation on the complaint given at the time. Any new information received after an investigation has commenced will be treated as a separate investigation.
- There may also be occasions where it is not appropriate for NET to investigate a complaint due to circumstances, such as the disclosure falling outside our remit. In this case NET may recommend another course of action.
- NET reserve the right to cease corresponding with a complainant where we believe, in our reasonable opinion, the complaint may be vexatious.
- NET will notify the complainant of the outcome within 20 working days of receipt of the complaint.

## **Outcomes**

The complainant will be notified of the outcome of the investigation.

If you are dissatisfied with the outcome of the complaint, you may appeal this within 20 working days of NET's decision being communicated. Please refer to our Appeals Policy which can be found on the NET website.

## **Privacy Statement**

It is necessary for NET to collect and hold personal information about you in order to investigate your complaint.

NET will hold the information you provide to us securely and use it to help us to investigate your concerns. For more information please access our NET Privacy Policy

## **What Personal Data We Collect and Who Has Access to it**

NET will ask for your name and contact details. We will also ask you what your complaint is about, including which Licensed Centre/member of staff or NET department(s) it relates to.

Your information will be shared internally with limited NET staff in order that we can handle, investigate and respond to your complaint.

NET may also share your information with other organisations, such as the regulators, government departments, enforcement agencies and the police if we think it is necessary to do so. There may also be certain circumstances where we are required, by law, to share your information.

## **4 Review Arrangements**

NET will review this policy annually as part of our self-evaluation arrangements and revise it in line with any feedback from customers, learners, regulatory authorities or external agencies, or changes in our practices.

## **5 Contact Us**

If you have any queries about the contents of this policy, please contact NET on 0207 250 8510 or via email to [info@netservices.org.uk](mailto:info@netservices.org.uk) or submit in writing to NET, CAN Mezzanine, 49-51 East Road, London, N1 6AH

## **6 About NET**

National Electrotechnical Training (NET) is an independent charity (Registered charity number: 1068863), which provides End Point Assessments for apprenticeship standards and assessments of occupational competence (AOC) in support of industry recognised qualifications utilised by the electrical installation, electrical maintenance and electrical engineering industries throughout the UK.

More information about NET and its activities can be found on our website [www.netservices.org.uk](http://www.netservices.org.uk)

## **7 Equal Opportunities**

We are fully compliant with equal opportunities legislation and this is reflected in all activities under our control and in our published material. A copy of our equal opportunities policy statement is available on our website.