

## ZENOS CUSTOMER CARE & COMPLAINTS POLICY

The directors and employees at Zenos take great pride in the products and services offered, and endeavour to deliver them to the best quality standards.

On the occasion that our customers are not fully satisfied with our service, we have developed a rigorous process for investigating and resolving any complaints.

We will endeavour to:

- Advise all our customers of the arrangements for reporting complaints to us where our products and services do not meet with their satisfaction
- Acknowledge all complaints in writing within 24 hours of receipt by the nominated Zenos contact
- To thoroughly investigate all complaints received, in a fair and consistent manner, and seek to find an appropriate resolution that meets the customers' needs
- Keep complainants informed of the progress of any investigations with a best estimate of the time it will take to resolve the complaint
- Regularly review all complaints so we can learn lessons, and improve our policies and processes

Complaints from apprentices in respect of **Qualification Assessments** will be managed via the **Zenos Appeals Process**.

### Process for making Complaints:

Customers can make complaints to Zenos via:

- Formal written correspondence
- By phone call to a local Academy or Zenos Head Office
- An e-mail sent to: [reception@zenos.com](mailto:reception@zenos.com)
- By direct contact with a member of Zenos Staff

Zenos will endeavour to acknowledge a customers complaint within 24 hours and pass to an appropriate senior manager for the matter to be investigated.

All complaints received are recorded and tracked throughout the process of investigation and the subsequent response.

A Zenos Director or Senior Manager will formally respond to your complaint in writing once the investigation has been completed, and a resolution to your complaint has been agreed.

Customers can appeal against our response within 7 working days, in which case it will be further reviewed, and a final decision on the outcome made by the Zenos Managing Director.

### **Complaints made to the Skills Funding Agency**

Learners and customers can also make complaints to the Chief Executive of the Skills Funding Agency (to be addressed to the Senior Accounts Director for the Skills funding Agency West Midlands Region, The NTI Building, 15 Bartholomew Row, Birmingham, B5 5JU) at any time during or after the Zenos Customer Care & Complaints policy has been exhausted.

Details of the scope and process for dealing with complaints can be found in the document: Procedure for Dealing with Complaints about Providers of Education and Training via the Skills Funding Agency web site.