



ASSOCIATION OF HEALTH PROFESSIONS IN OPHTHALMOLOGY

Guide to Making a Complaint

Policy Reference Number	AHPO03
Version Number	V03
Document Author	AHPO Executive
Last Review Date	16 May 2022
Next Review Date	15 May 2023

Guide to Making a Complaint

The Association of Health Professions in Ophthalmology is committed to providing excellence in the quality and standards of the services we provide. However, we recognise that sometimes things go wrong, or you may be dissatisfied with our services.

We value complaints and use information from them to help us improve our services.

If something goes wrong or you are dissatisfied with our services, please tell us. This guide describes our complaints procedure and how to make a complaint. It also tells you our procedures for responding to a complaint.

What is a complaint?

We regard a complaint as an expression of dissatisfaction by one or more customers about AHPO's action or lack of action, or about the standard of service provided by AHPO or on its behalf.

What can I complain about?

You can complain about things like:

- a failure to provide a service
- an inadequate quality or standard of service
- the admissions process
- the student disciplinary process
- discrimination in relation to protected characteristics of age, disability, gender reassignment, marital status, pregnancy and maternity, race, religion or belief, sex or sexual orientation
- a request for a service which you have made, and we have not taken appropriate action
- a request for information which you have made, and we have not answered
- our policies
- wrong information about academic programmes or our services
- the quality and availability of facilities and learning resources
- accessibility of our services
- the behaviour of or treatment by a member of staff or contractor
- a student's behaviour
- disagreement with a decision where you cannot use another procedure (such as an appeal) to resolve the matter
- our failure to follow the proper administrative process.

Your complaint may involve more than one AHPO service or be about someone working on our behalf, such as a contractor.

What can't I complain about?

There are some things we can't deal with through our complaints handling procedure. These include:

- a routine first-time request for a service
- a request for information or an explanation of policy or practice
- a disagreement with an academic judgement (There are, separate complaints and appeals procedures for matters relating to examinations and awards)
- a claim for compensation against the college
- issues that are in court or have already been heard by a court or tribunal
- disagreement with a decision where a right of appeal exists, for example, the academic appeals process
- a request for information under the Data Protection or Freedom of Information Acts
- a grievance by a member of staff
- an attempt to have us reopen or reconsider a complaint we have concluded or given our final decision on.

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

How do I complain?

You can complain in person, by phone, in writing, or by email, or by using our complaints form in the Appendix.

It is easier for us to resolve complaints if you make them quickly and directly, so we can try to resolve any problems on the spot.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you would like us to resolve the matter.

How long do I have to make a complaint?

Normally, you must make your complaint:

- within six months of the event you want to complain about, or
- within six months of finding out that you have a reason to complain, as long as this is no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel the time limit should not apply to your complaint, please tell us why.

What happens when I have complained?

We will always tell you who is dealing with your complaint.

Our complaints procedure has two stages:

Stage one – frontline resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem.

We will give you our decision at Stage 1 in five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or shortly after you get our initial decision.

Stage two – investigation

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation.

When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What if I'm still dissatisfied?

If your complaint concerns our education provision for BTEC qualifications, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the awarding body (Pearson) to look at it. For qualifications that are regulated, if you remain dissatisfied with the way the awarding body has handled your complaint then you may complain to the Office of Qualifications and Examinations Regulation (Ofqual).

Ofqual considers complaints about the quality of service and maladministration, which may include issues surrounding course delivery.

Ofqual **cannot** normally look at:

- a complaint that has not completed our complaints procedure (**so please make sure it has done so before contacting** Ofqual)
- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court.

For further information about how to make a complaint to Ofqual, see

<https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

If your complaint concerns our delivery of and apprenticeship, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can make a complaint to the Education and Skills Funding Agency (ESFA).

The ESFA can investigate complaints about:

- the quality, management or experience of education and training
- undue delay or non-compliance with published procedures
- poor administration by the provider
- equality and diversity issues (except where there is a more appropriate mechanism for dealing with the matter through the court, tribunals or other organisations)

Complaints about apprenticeship providers should be sent to:

- complaints.esfa@education.gov.uk
- Or via: The Complaints Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT
- You can also contact the ESFA through the apprenticeship helpdesk (on 08000 150400 or email nationalhelpdesk@apprenticeships.gov.uk)

For further information about the ESFA complaints procedure, you can download the ESFA *Procedure for dealing with complaints about providers of education and training* from <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

In all cases, the complaint must first have been considered by AHPO.

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain on your behalf.

We are committed to making our services easy to use for everyone. In line with our statutory equalities duties, we will always ensure we make reasonable adjustments to help customers access and use our services. If you have trouble putting your complaint in writing, or want this information in another language or format, such as large font or Braille, please contact us on 0330 088 9633 or by email to info@ahpo.net

Contact Details

By post: AHPO, 59 New Street, Burton-on-Trent, DE14 3QY

By email: contact@ahpo.net

APPENDIX 1

Complaints Form

AHPO is committed to providing high quality services and we welcome feedback to help us achieve this. Please complete this form, including as much information as possible.

Name:	Address:	
Course:		
Tel. No.:	Email address:	
Please set out clearly the nature and origin of your complaint: (Please continue overleaf if necessary and include documentary evidence where relevant)		
Please detail the steps you have taken to resolve your complaint informally including the outcome and reason for your dissatisfaction: (Please continue overleaf if necessary.)		
Please describe what we can do to resolve the matter:		
Signature:	Date:	

Please return your completed form to: AHPO, 59 New Street, Burton on Trent DE14 3QY.
Alternatively email it to: contact@ahpo.net