



Complaints Policy

Reviewed on: 08/02/2022

Revision Date: 07/02/2023

Upkeep Training has embraced the CIH and Housemark Charter as a framework of core commitments for the way in which complaints are handled through to resolution.

Our positive and flexible approach to complaints is embedded throughout our organisation

- Our approach to complaints handling is reflected by our values, aims and objectives
- We adopt the principle that all expressions of dissatisfaction should be taken seriously and acted on appropriately
- We have a positive approach to complaints and they are welcomed as part of our wider approach to collecting customer feedback
- We are committed to dealing with complaints in a fair, impartial and timely manner
- We are committed to using complaints to review and improve the services we provide and to shape our business
- We recognise the importance of complaints and allocate the appropriate level of resources to ensure we can deal with and resolve them effectively.

Our complaints service is open and accessible to all

- Any of our customers wishing to make a complaint can do so freely in an easy and simple way, using a range of different methods
- We ensure that information about our complaints service, and relevant support or advocacy services, is promoted, easy to understand and can be accessed by all of our customers
- We use information about our customers to help us shape and develop a fair and accessible complaints service
- All our employees and contractors will take ownership of a complaint and either seek to resolve it or pass it on to a relevant person

- Our customers are confident that we will help them.

We deliver a quality complaints service

- We have clear processes and service standards in place so that customers know what to expect from our service. We regularly review these with customers to ensure that they continue to meet their needs
- We keep the number of stages in our complaints process to a minimum and focus on resolving complaints at the first stage wherever possible
- We focus on effectively resolving complaints within our published timescales
- Customers are kept fully informed about who is handling their complaint, how to contact them and what will happen next and by when
- Customers receive a decision that is objective, evidence-based and addresses all the issues that have been raised
- We keep clear and accurate records as a matter of course and can account for the decisions that we have made
- Customers are informed of how they might escalate their complaint once our internal procedure is exhausted, if they feel the problem is still not resolved.

We work with our customers to shape and improve our complaints service

- Customers are involved in the review and continuous improvement of the complaints process to ensure that it is fit-for-purpose, objective and outcome focused
- We will support tenant panels (or their equivalent) to operate independently and to be actively involved in facilitating the resolution of complaints
- We provide appropriate training to customers who are involved in the monitoring, review and resolution of complaints

We monitor our performance and learn from feedback to continually improve our services

- We use performance measures that are focused on monitoring the effectiveness of our complaints handling to improve the service
- We ask our customers if they are satisfied with our complaints handling and we use this feedback to learn and to improve the service
- We regularly compare our complaints service with other organisations to improve the quality and value for money of our service

- We consistently analyse the trends arising from complaints and use this information to inform our approach to customer service and staff training, to drive improvement and to target resources
- We seek to learn from all expressions of dissatisfaction, including those that are resolved at the first point of contact, and to use them to inform our improvement plans
- We regularly publish details of how we have improved our services as a result of learning from complaints.

We require complaints to be written, dated and referenced with name and address of complainant. Complaints should outline specific reason and detail to enable a meaningful investigation to take place. The complaint should be addressed to Sarah Bentley, Managing Director at: 7 Manor Road, Pitsford, Northants NN6 9AR or by email to sarah@upkeeptraining.co.uk

Receipt of the complaint will be acknowledged, in writing, within 5 working days. Following investigation, a written response will be sent to the complainant within 20 working days of the written complaint being received by Sarah Bentley.



Appeals Procedure

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Awarding Certificates

CIH Level 3 and Level 4 Certificates: Candidates must successfully complete all modules and pass the CIH assessments to be awarded the Level 4 Certificate in Managing Housing Maintenance or the Level 3 Certificate in Housing Maintenance and Asset Management.

ABBE/Upkeep Certificate in Diagnosing Defects and Ordering Repairs: Candidates must successfully achieve a score of 54 out of 82 in the assessment to be awarded the ABBE/Upkeep Certificate in Diagnosing Defects and Ordering Repairs.

ABBE/Upkeep Certificate in Housing Health and Safety Rating Systems: Candidates must successfully achieve a score of 65% in the assessment to be awarded the ABBE/Upkeep Certificate in Housing Health and Safety Rating Systems.

Appeals Procedure

If a candidate's marks differ significantly from those expected by Upkeep Training, we may make an appeal to the CIH/ABBE to check the results by means of:

- A simple clerical check on accurate reporting of figures
- A full reassessment and written report

If a candidate wishes to appeal, they should inform Upkeep Training in writing within 14 days of being notified of the assessment decision.

Letters of appeal should be addressed to the Managing Director. The appeal letter should include:

- Name, enrolment number (where appropriate), date of birth of the candidate
- The exact date of the assessment

The Managing Director will attempt to find a solution with the parties concerned, for example through another assessment or reconsideration of the evidence/work.

Failing this:

The Managing Director will set a date for an appeal to be heard by the appeals panel. The appeals panel must meet to consider the appeal within 20 days of the Managing Director receiving the appeal.

The decision of the Appeals Panel will be final.