



## Comments, Compliments and Complaints

Your feedback is important to us, we want to provide you with an excellent customer experience and would like to know when you are pleased with the service you have received. We also want to know where you think we can improve and welcome your suggestions. You can do this at anytime either in writing or verbally to any member of staff or through our feedback forms and surveys. We like to use testimonials in our marketing materials, and we appreciate it when you thank us for the training experience you have received.

### **If we get it wrong**

Unfortunately, mistakes happen and sometimes we do not always get it right. When this happens, we need your feedback so that we can put it right and ensure that it does not happen again.

We are committed to providing a quality Customer Service and achieving the highest standards, one of the main ways we can do this is by listening and responding to our customers and learners.

### **Making a complaint**

You can make a complaint verbally or in writing either to your assessor/trainer or to the Centre Manager.

We treat all complaints seriously and will acknowledge all written complaints within 5 working days and all email complaints within 48 hours. We will provide a full written response to written complaints within 10 working days. If we need longer to investigate, we will inform you of when you can expect a reply.

We will investigate verbal complaints within 48 hours of receipt. If we need longer to investigate, we will inform you of when you can expect a reply.

We will deal with you promptly, politely and will respond to any complaint you might make.

We will let you know the outcome of any investigation including any action we are going to take, if necessary, we will apologise where we have got it wrong.

We will treat all feedback confidentially.

### **If you are unhappy with the outcome of a complaint**

We would hope to reach an outcome that you would be satisfied with. If you are not satisfied with the response you receive, then you can write to the Board of Directors and ask for your complaint to be reviewed.

## **Privacy Policy**

Peterborough Skills Academy is committed to preserving the privacy of all applicants, learners, employers, and visitors to our website. This privacy policy set out how we use and protect the information that you provide to us.

By registering with Peterborough Skills Academy you consent to the collection, use and transfer of your information under the terms of this policy.

### **Information that we collect from you**

When you register with us or visit our website you may be asked to provide certain information about yourself including your name, contact details and information relating to your training, education and work history.

### **Use of your information**

Your data will enable us to provide you with the information which you may request and any training which you wish to receive. It will also enable us to contact you where necessary concerning training matters. We will also use and analyse the information we collect so that we can administer, support, improve and develop our services to you and others.

In particular, we may use your information to contact you for your views on our services or to notify you about important changes or developments to our services. Further, where you have consented, we might also use your information to let you know about other services which we offer which may be of interest to you including additional training and development programmes. We may contact you by post, telephone or fax, as well as by e-mail.

We may also send you newsletters containing general information regarding Peterborough Skills Academy's services and development. If you change your mind about being contacted in the future, please let us know.

### **Disclosure of your information**

The information you provide to us will be held on our data and manual filing systems and shall when necessary be disclosed to and accessed by associated organisations including the Skills Funding Agency, the Learner Registration Service, Department for Business, Innovation and Skills (BIS) and Ofsted for the purposes set out in this policy and the provision of the training requested by you. We may also pass aggregate information on our training activities to third parties but this will not include information that can be used to identify you.

Finally, if our business enters into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners.

Unless required to do so by law, we will not otherwise share or distribute any of the information you provide to us without your consent.

### **Security and Data Retention**

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction

and damage. We will retain your information for a reasonable period or as long as the law requires.

### **Accessing and Updating**

You are entitled to see any information we hold about you and you may ask us to make any necessary changes to ensure that it is accurate and kept up to date. If you wish to do this, please contact us in writing at the address below. We are entitled by law to charge a fee, currently £10, to meet our costs in providing you with details of the information we hold about you.

### **Changes to our Privacy Policy**

Any changes to this privacy policy in the future will be posted to our website and, where appropriate, through e-mail notification.

### **Contact**

All comments, queries and requests relating to our use of your information are welcomed and should be addressed to:

Ben Martin – Director of Training  
Peterborough Skills Academy  
2 Woodston Business Centre  
Shrewsbury Avenue  
Woodston  
PE2 7EF  
01733 516000