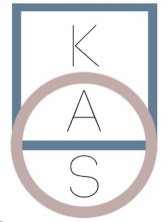


# Kingston Assessment Services

## Complaints Policy



While we hope that you will have no cause to complain about the service at KAS, we recognise that there will be the rare occasion when your expectations may not be met. For customers of KAS, the following general guidance applies:

- i. A complaint is defined as any written communication using the words 'complaint' or 'complain'.
- ii. In the instance of a verbal communication using these words, the customer will be asked to put the issue in writing.
- iii. In instances where a third party is acting on behalf of the complainant, written and signed evidence of their authority to act should be provided. Anonymous complaints will not be considered.
- iv. The complaint should be received within one month of the alleged event, actions or lack of actions.
- v. Instigating a complaint gives KAS permission to investigate. Information you submit will remain confidential as far as this is consistent with the right of any other parties to know of allegations that are made against them.
- vi. Staff will normally be asked to respond to any allegations made against them.
- vii. Complaints will be treated seriously, fairly, professionally and in a non-confrontational manner. Feedback from complaints is important to us and will be reviewed to improve our service delivery.

### **Making a complaint**

Every effort should be made to resolve the complaint informally with the individual who holds responsibility for the matter which is the subject of the complaint.

Where the issue cannot be resolved at this level, the complaint should be raised with the Centre Manager. They or their nominee, will continue attempts to resolve the complaint on an informal basis to the satisfaction of all those involved.

The complaint should be made in writing. A letter should be marked for the attention of the Manager. A complaint about the Manager should be referred to the Centre Consultant and vice versa. The complaint should contain (where appropriate):

Reason for your complaint, with sufficient detail to allow investigation. Names of people involved. Outcome that would satisfy you. Your full contact details and your preferred method of written contact, if different to the method you used to contact us.

Your complaint will be acknowledged within 24 working hours of receipt.

We will issue a full response within 10 working days of receipt of your complaint and all accompanying information. This response will indicate if your complaint was upheld and the reason for the decision. If we require more time to investigate we will issue an interim communication within this period and will tell you when you can expect a full response.

Kingston Assessment Services  
0203 732 2088 admin@kas.uk.net  
Office 18 Siddeley House 50 Canbury Park Road  
Kingston Upon Thames Surrey KT2 2XL

**Who else can I turn to?** DSA-QAG who audit assessment centres, can advise:  
DSA-QAG Central Chambers Suite 350 4<sup>th</sup> Floor 93 Hope Street Glasgow G2 6LF 0141  
227 6771 [administration@dsa-qag.org.uk](mailto:administration@dsa-qag.org.uk) [www.dsa-qag.org.uk](http://www.dsa-qag.org.uk)

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