

# **Career Seekers Direct Limited Complaints Policy and Procedure**



## **Background:**

This policy covers all the services delivered by Career Seekers Direct Limited (CSD) this includes delivery of the following services:

- Training sessions using material designed by CSD
- Information, Advice and Guidance
- Assessment, accreditation and awarding of the national Quality in Careers Standard
- Supply of Career resources
- Alternative Learning sessions

## **Our Aim:**

We aim to provide the best quality and value services to our clients and customers. We will deal with any complaints or concerns in a prompt and professional manner. We will always aim for delivering exceptional customer service and will constantly strive to provide the best experience for our clients.

In the first instance, we would encourage our clients to raise concerns informally with the CSD member of staff or Representative. Often this resolves the issue at the earliest stage without the need to escalate to a formal complaint. If the complaint cannot be resolved informally then a written complaint should be lodged with the CEO of Career Seekers Direct Ltd at [enquiries@careerseekersdirect.co.uk](mailto:enquiries@careerseekersdirect.co.uk)

## **Members of staff responsible for Complaints**

Eva Harrison – CEO CSD

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### **Complaints process**

1. If a complaint is received in relation to any service delivered by CSD, it is recorded in the Complaints Register
2. An acknowledgement letter or email will be sent within 5 working days
3. The CEO will conduct an investigation fully and respond within 10 working days
4. If the CEO cannot meet the response deadline they will inform the complainant of the delay and state a new deadline.
5. All actions and communications will be recorded, with the aim of providing a prompt and satisfactory resolution.
6. If applicable, any awarding organisation will be informed of the complaint and actions taken.
7. We hope that we can always solve your issue for you. However, if you are unhappy with our final response, you also have the right, for the services listed in the table below, to refer your complaint to the following organisations/individual:

<b>Service Being Delivered</b>	<b>Organisation (or named person) to Contact/Procedure if not happy with response to above process</b>	<b>Notes</b>
All services	CSD Chair of Governance Kathryn Rawlins kathryn_rawlins@hotmail.com	
Information, Advice and Guidance services in schools and colleges.	Career Development Institute/ CDI Discipline and Complaints Procedure. <b><a href="https://www.thecdi.net/Home">https://www.thecdi.net/Home</a></b>	CSD is an Affiliate Member of the Career Development Institute and Representatives are Registered Career Development professionals and follow the requirements of the CDI Code of Ethics raised to the Career Development Institute
Assessment, accreditation and awarding of the national Quality in Careers Standard	<a href="http://www.qualityincareers.org.uk">www.qualityincareers.org.uk</a>	CSD is a Licensed Awarding Body

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### **Policy Review and Version Control**

This policy is reviewed on an annual basis.

<b>Version No.</b>	<b>Date</b>	<b>Written/Reviewed by</b>	<b>Changes</b>	<b>Approved By</b>	<b>Next Review Date</b>
V4.0	Nov 2024	Eva Harrison CSD MD	NA	NA	Aug 2025
V5.0	Aug 2025	Eva Harrison CSD MD	NA	NA	Aug 2026