

COMPLAINTS POLICY

1. Purpose

This policy sets out the procedures to be followed for the fair, transparent, and timely handling of complaints received regarding the quality of services delivered by the Company. The policy ensures that all complaints are managed consistently and in line with the requirements of awarding bodies and the Department for Education (DfE).

2. Scope

This policy applies to all complaints received from:

- Learners
- Employers
- Trainers, Tutors, or Assessors
- Other stakeholders

Complaints may be received verbally or in writing (including email).

3. Principles

The Company is committed to ensuring that:

- All complaints are handled fairly, impartially, and confidentially
- No complainant will be treated less favourably or victimised for raising a complaint
- Complaints are investigated by individuals not directly involved where possible
- Personal data is handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018

4. Definition of a Complaint

A complaint is an expression of dissatisfaction about the quality of service, assessment, delivery, administration, or conduct of staff, where a response or resolution is expected.

Complaints relating specifically to qualifications or assessment outcomes that cannot be resolved internally may be referred to the relevant awarding body.

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9	Q & C	Charmaine Longman		Jan 2026	No changes	Jan 2027

5. Responsibilities

- All staff are responsible for reporting complaints to their line manager.
- Line Managers are responsible for logging and overseeing the investigation of complaints.
- Client Services Team is responsible for maintaining complaint records.
- Senior Management Team (SMT) and the CEO are responsible for reviewing complaints, identifying trends, and implementing improvements.

6. Complaints Procedure

6.1 Complaint Received

All complaints will be treated on an individual basis. The method by which the complaint is received will determine the appropriate course of action.

6.2 Telephone Complaints

1. Upon receipt of a telephone complaint, the staff member should refer the complaint to their line manager.
2. If the line manager is unavailable, the complaint should be referred to the most appropriate senior member of staff.
3. If no senior staff member is available, details of the complaint must be recorded, and a Complaints Record Form (F1058) completed.
4. The complaint will be logged in the Complaints Register by the line manager.
5. Once the complaint has been investigated and resolved, the Complaints Record Form will be completed and a written response issued to the complainant.

6.3 Written Complaints

1. Written complaints received via post or email will be forwarded to the relevant line manager.
2. The complainant will be acknowledged within 2 working days.
3. The complaint will be investigated and recorded using the Complaints Record Form.
4. A formal written response will be issued once the investigation is complete.

7. Timescales

- Every effort will be made to resolve complaints within 7 working days of receipt.
- Where a complaint cannot be resolved within this timeframe, the complainant will be informed of the reason for the delay and provided with regular updates.
- All complaints will be resolved within a reasonable timeframe, normally no longer than 20 working days.

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8. Outcome and Appeals

If the complainant is not satisfied with the outcome, they may request an internal review by the Senior Management Team.

Where the complaint relates to a qualification, assessment, or certification decision and remains unresolved, the complainant may escalate the matter to:

- The relevant Awarding Body
- Where applicable, the Department for Education (DfE)

Contact details for awarding bodies will be made available upon request.

9. Records Management and Data Protection

- All complaints and related documentation will be securely stored.
- Access to complaint records will be restricted to authorised personnel only.
- Records will be retained in accordance with data protection legislation and the Company's retention policy.
- Personal data will be processed lawfully, fairly, and transparently in line with UK GDPR.

10. Equality and Accessibility

The Company is committed to ensuring that complaints can be made by all individuals. Reasonable adjustments and alternative formats will be provided upon request to support accessibility, equality, and inclusion.

11. Monitoring and Review

- Completed Complaints Record Forms will be reviewed regularly to identify trends and areas for improvement.
- Complaints will be reviewed by the Senior Management Team.
- The CEO, in liaison with the SMT, will oversee continuous improvement actions to reduce future complaints and improve service quality.

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Complaint Record Form F1058

Received by:			Company Name and Address:		
Position:					
Date:		Ref No:			
Client Name:					
Contact numbers:					
Details of Complaint					
Date Acknowledgement Sent		Referred To:		Date Reply Received:	
Actions Taken					
Date Response Sent:		Sent by:		Sign:	
Further Action Required:					
Date Final Letter Sent:		Sent by:		Sign:	
Signed off by (print name):		Sign:		Date:	

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