

<u>Complaints Flowchart – Stage 1</u>

Complaint received and to be investigated by designated complaints handler (see note right) within the team. Quality Manager to be notified of complaint being investigated and complaint to be logged on the Complaints Register

When an immediate resolution is not possible because further investigation is required, or the person making the complaint is not satisfied with the initial response provided, it will be known as a 'formal complaint' and will usually be dealt with within **5 working days**

If a resolution within 5 days is not possible, a response date will be agreed with the person making the complaint. Cases will remain open until all the issues raised have been resolved. Where a complaint covers more than one service area the complaint handler will engage with the relevant colleagues to respond to each part

All complaint investigations will involve personal contact with the person making the complaints to understand the reasons for the complaint and what could be done to resolve it

A written response will be provided to the customer detailing the outcome and explaining how they can appeal against the decision if they are not satisfied

The customer must be communicated with using the method they have asked us to use (i.e. telephone, email, letter), although our response to the complaint will be made by letter (which may be sent via email if the customer agrees to this)

If the person making the complaint does not respond within 14 days of the written response being sent, we will assume the outcome is accepted, the complaint is closed and no further appeal will be possible. Quality Manager and the Complaints Register to be updated

Complaint definition:

"an expression of dissatisfaction, however made, about the standard of service, actions or lack of actions by us, or our contractors affecting an individual customer or a group of customers"

The word 'customer' relates to: learners, students, apprentices, employers, parents/carers, Homeworks customers, Employment & Skills clients

Principles:

- Complaints will be looked at sensitively and fairly from the customer's point of view
- The person making the complaint will be advised who is dealing with their complaint
- Complaints will be dealt with promptly and in the strictest confidence, only disclosing information if necessary to properly investigate the matter
- Customers will be updated on the progress of their complaint

Designated Complaint Handlers by Team:

Partnerships: Steve Rushton Skills Development: Anne Jones Building Services: Orienda Hatfield Construction: John Adams Education: Kathryn Higgins-Brown? Study Programme: Cheryl Tunnicliffe Learner Wellbeing & Devt: Nic Hudson / complaints involving safeguarding – Sharon Francis Employment & Skills: Paul Berrisford Quality & Compliance: Lee Mellor Homeworks: Nicky Forrester

Complaints Flowchart – Stage 2 (Appeal)

If the person complaining is not satisfied with the response to their complaint, they have the right to appeal **within 14 days** of the date of the written response. The appeal should include the reasons why the customer is not satisfied with the response and any additional information that may be relevant to their appeal

The appeal will be considered by an independent person not previously involved in the complaint; usually a Head of Service. The decision of the appeal will be final

Appeals will usually be responded to **within 10 working days**. If this is not possible, then we will agree a response date with the person who submitted the appeal

A written response will be provided to the customer detailing the outcome of the appeal and explaining their options if they are not satisfied. Quality Manager and the Complaints Register to be updated

Complaints Flowchart – Stage 3 (Education & Skills Funding Agency)

If the customer is dissatisfied with the processing of, or response received in relation to any complaint, they have the right to escalate the complaint to the Education and Skills Funding Agency.

Customers can email or post their complaint to the ESFA complaints team: <u>complaints.ESFA@education.gov.uk</u>

Information about the ESFA's complaints process can be found here: <u>https://www.gov.uk/government/organisations/education-and-skills-fundingagency/about/complaints-procedure</u>