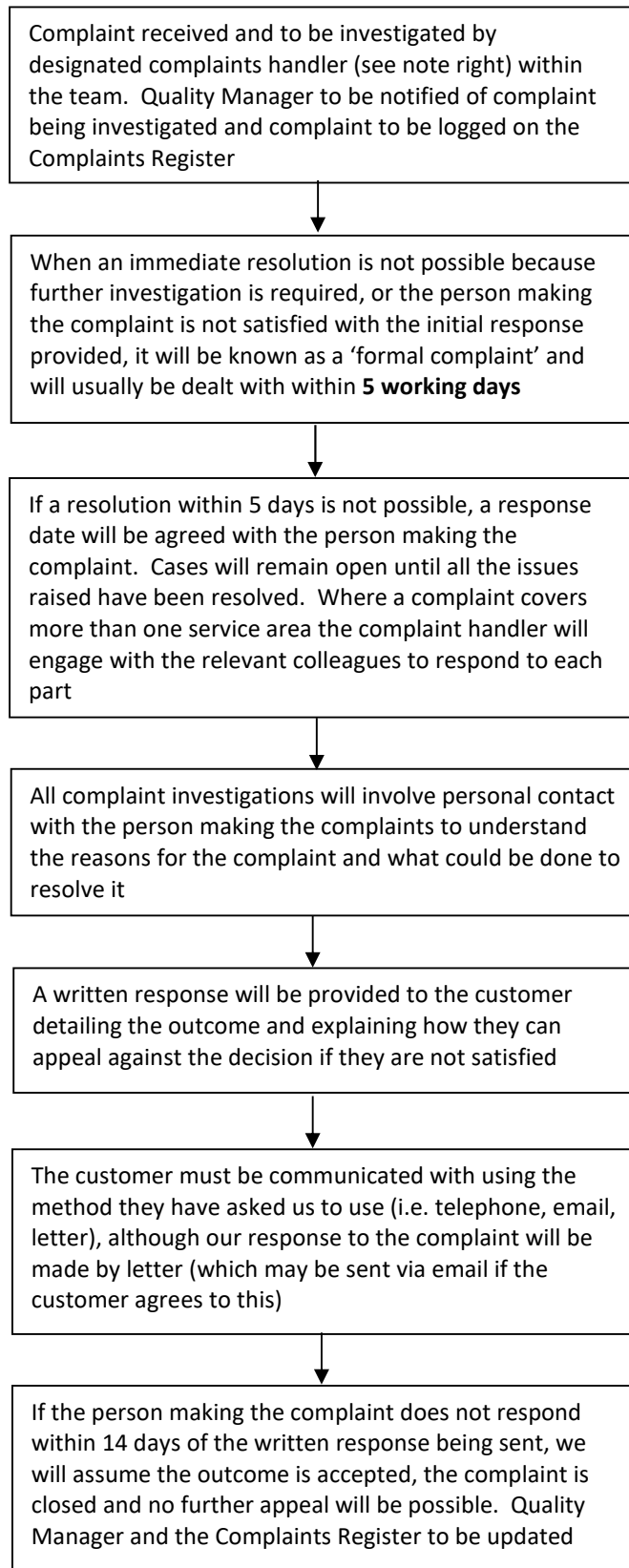




Complaints Flowchart – Stage 1



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**

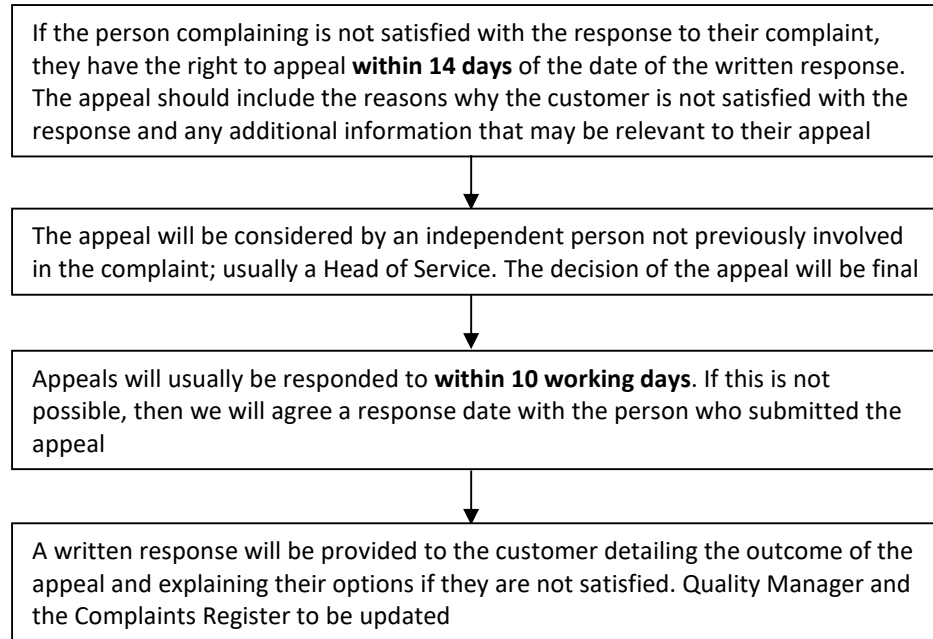
Principles:

- 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 / Sharon Francis**
complaints involving safeguarding –
Sharon Francis
Employment & Skills: **Paul Berrisford**
Quality & Compliance: **Lee Mellor**
Homeworks: **Nicky Forrester**

Complaints Flowchart – Stage 2 (Appeal)



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:
complaints.ESFA@education.gov.uk

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