



Customer Complaints Policy & Procedure

Whilst the organisation strives to always ensure that all customers including Learners, Apprentices and Employers using our services will be fully satisfied, we acknowledge that there may be occasions where this is not always the case.

We aim to resolve all concerns informally, but where any individual is unhappy with the service we have provided, the following procedure will apply. All complaints will be treated in the strictest confidence and comply with the organisations Equality & Diversity policy.

Stage One

Where any individual is unhappy with a programme or a service provided, they should state the nature of their complain, in writing, **within 14 days** to

Group Operations Manager
Further Training
Taylors Lane
Oldbury
B69 2BN

Via email to - enquiries@furthertraining.co.uk

Stage Two

Upon receipt of the complaint the Group Operations Manager will be responsible in ensuring that the complaint is investigated. Within **21 Days** of receipt the letter of complaint the Quality & Learner Engagement Manager will write to the individual explaining the outcomes of the investigation and describing how their grievance will be addressed. If the complaint cannot be investigated within 21 days, the Quality & Learner Engagement Manager will write to the individual stating this and indicating when the investigation will be completed, and a response provided.

Stage Three

If the individual is dissatisfied with the outcome of the investigation or the proposed remedial action, they can write directly to the Chief Executive. The Chief Executive will then investigate and write to the individual, describing the outcomes of the investigation and his final decision within **28 Days** of notification of the complaint. If the complaint cannot be investigated within this timescale, the Chief Executive will write to the individual stating when an investigation will be completed.

Should the individual still not be satisfied with the outcome of this policy, they can raise it directly to the Education & Skills Funding Agency (ESFA) via their Complaints Team at complaints.ESFA@education.gov.uk.

Details of this process can be found at www.gov.uk/complain-further-education-apprenticeship.