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Complaints Policy & Procedure

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1. INTRODUCTION

This document sets out the Complaints policy and procedure for Primary Goal Limited.

Any member of staff receiving either a written or verbal complaint from a learner/customer/supplier must follow the process set out in this procedure.

A copy of this Complaints Policy can be found on Primary Goal's Website at the following URL:
[Policies — Primary Goal](#)

2. PURPOSE

The purpose of this policy and the procedures contained with it is to ensure that all complaints are recorded and investigated, and that corrective and preventative action is taken. Records are kept of the appropriate actions taken and a review undertaken to monitor and identify common or recurring trends.

This document also includes information for staff, learners and customers on escalation routes should they not be satisfied with the outcome of complaint made.

3. PROCEDURE

Definition: A complaint is defined as an expression of dissatisfaction either verbal or written, notified to a member of staff from an internal or external source. This will include significant adverse comments recorded as a result of evaluation/surveys.

Responsibility: Directors are responsible for the effective control and investigation of all complaints.

It is the responsibility of the staff to record all complaints for the prompt implementation of the investigation process.

The appropriate manager will be responsible for:

- a) Investigating the cause
- b) Checking the adequacy of any action already taken
- c) Ensuring the problem is promptly and properly dealt with
- d) Initiating any long-term corrective action and prevent reoccurrence

Every member of staff is responsible for operating this procedure. If it comes to light that a member of staff has failed to report the receipt of a complaint either verbal or written in accordance with this procedure, the details will be noted and discussed with the relevant manager and then be brought to the attention of the directors.

4. RECEIPT OF COMPLAINT

Written complaints: Forward to relevant manager no later than 2 working days of receipt. Any forwarded outside the 2-day limit must have a written explanation attached to explain the delay.

Verbal complaints: The following information must be passed to the relevant manager within 2 working days of receipt of the complaint detailing: -

- Date received
- Name and address of complainant
- Brief description of the nature of the complaint
- Name of the person receiving complaint

If you would like to submit a complaint to Primary Goal, you can do so in a number of ways.

Via Email – complaints@primarygoal.ac.uk Please include in your email;

- Your name
- Whether you are an employer, or a learner, or a third party (please clarify)
- Brief description of the nature of the complaint

Via phone - 024 7526 7600 – Please ask for the Head of People & Culture or Head of Funding & Compliance. Please include in your discussion;

- Your name
- Whether you are an employer, or a learner, or a third party (please clarify)
- Brief description of the nature of the complaint

5. PROCESSING A COMPLAINT

The manager will on receipt of a complaint

- Record the complaint on the complaints form
- Decide who should respond to the complaint and action
- Send, when appropriate, an acknowledgement letter within 48 hours of receipt of the complaint
- Take appropriate action within an acceptable timescale (this will normally be 10 working days)

Return any copies of letters, reports of any visits undertaken, or narrative of telephone conversations had. If a written response is not required, this needs to be agreed with the relevant member of staff. A visit may be required if a written response is not to be sent and a copy of the outcome of the visit should be attached to the form.

- Note return in the complaints file accordingly
- Review action taken within the stated timescale
- Monitor complaints received for trends and repeat complaints

In conjunction with the staff, managers will:

- Review, evaluate and monitor the complaints on a regular basis
- Prepare a summary of complaints received
- Issue a summary of complaints to the Compliance team quarterly

6. APPEALS

In the event of the complainant expressing dissatisfaction with the response received, the manager will refer them to a company director for further investigation. The director will then take appropriate action within an acceptable timescale (this will normally be 10 working days).

7. INDEPENDENT ARBITRATION

In the event of a complainant being a learner or employer and expressing dissatisfaction with the response received, the director will refer the complaint to the relevant regulating authority.

In the case of Primary Goal Ltd, the Education & Skills Funding Agency (ESFA) or the Office for Standards in Education (Ofsted)

The ESFA will only consider complaints on behalf of learners or apprentices whose courses they fund, or employers that they fund.

The ESFA cannot re-investigate a complaint you have made to the organisation. They can review whether the organisation has investigated your original complaint in line with their procedure.

The ESFA can only investigate if you have exhausted the Primary Goal's own complaints procedure, including any appeal.

The ESFA can investigate complaints about the organisations they fund in relation to:

- the quality, management or experience of education and training
- undue delay or non-compliance with their published complaints procedures
- poor administration
- the quality of assessments for example, how an assessment or an end point assessment has been done (excluding outcomes)
- equality and diversity issues (except where there is a more appropriate mechanism for dealing with the matter, for example through the court, tribunals or other organisations)
- Advanced Learner Loans
- apprenticeship providers from employers
- from employers, parents or other third parties on behalf of apprentice(s) (with written permission)

When you contact the ESFA about your complaint, you will need to provide the ESFA with the following:

- the name of the organisation you are complaining about
- details of what your complaint is, together with the relevant documents

evidence that you have fully exhausted the organisation's complaints procedure, including any appeals process (for example, written correspondence confirming the outcome)

- permission to disclose details of your complaint to the organisation concerned
- if you are acting on behalf of a learner, evidence that you have their permission to do so

Further information on the ESFA's complaints policy can be found here:

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

In the instance where the complainant is referred to Ofsted, further information can be found by following the link below:

Office for Standards in Education (Ofsted)

Follow the link below to complete an Ofsted online complaint review form

<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>

8. LEARNERS

In the instance that you feel your complaint should be escalated to the ESFA and it meets the above criteria, you should contact the ESFA through the apprenticeship using the details below.

If you are a Primary Goal learner, you can contact the ESFA directly to make a complaint via the below web link.

[Complain about a further education college or apprenticeship - GOV.UK \(www.gov.uk\)](#)

Alternatively, you can write to the ESFA using the below details

Education & Skills Funding Agency (ESFA)

Complaints Team

Cheylesmore House

Quinton Road

Coventry

CV1 2SW

Email: nationalhelpdesk@apprenticeships.gov.uk

Phone: **0845 377 5000**.

The ESFA can only investigate on behalf of learners whose courses they fund or employers that they fund. The ESFA may ask you for further information to help confirm this.

9. REVIEW

Primary Goal will review this Policy annually. The review will be undertaken by the Management Team, with a nominated member of the Governance Board or Management Team responsible for leading the review.

Associated Documents: Complaints form (Appendix A) below.

10. APPENDIX A - COMPLAINTS FORM

Complaints Form

Name of complainant:	
Date of incident:	
Nature of complaint:	
Conclusions & actions agreed:	

Signature: (Complainant)	Date:
Signature: (Staff member/manager)	Date:
Signature: (Manager)	Date: