



Complaints Procedure

Changes	Date of change	By Whom	Next review date
Updated to include Apprenticeships	01/01/2024	AC	July 2024

Contents

Policy aim.....	2
Stage 1 Informal.....	3
Stage 2.....	3
Stage 3.....	4
Stage 4.....	4
Monitoring and Reporting.....	4
Review of Procedure.....	4
Contact Details.....	4

A complaint is an expression of concern or dissatisfaction with the services provided or actions taken by the training provider. This procedure applies to all learners, apprentices and employers.

On Course South West is committed to ensuring that concerns from people using our services are acknowledged, responded to and that we learn from them.

This policy document sets out our approach to receiving and responding to complaints from our external stakeholders – our learners, employers and parents/guardians.

Policy aim

We aim to resolve complaints quickly, fairly and effectively and seek to:

- Treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- Handle complaints promptly and, when appropriate, confidentially
- Investigate all complaints in accordance with the agreed process, and in all cases, make strong and appropriate efforts to resolve any complaint to the complainant's satisfaction
- Put things right quickly for our learners/employers when they go wrong
- Keep our learners/employers informed of the progress of their complaint and the results of any subsequent investigation
- Learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our learners/employers of their right to complain to an appropriate regulator or agency – such as the Education and Skills Funding Agency or Plymouth City Council – if they remain dissatisfied after their complaint has been through all stages of our complaints procedure.

Stage 1 Informal

We recommend that complaints are dealt with informally wherever possible, so in the first instance please try to resolve any issues directly with the staff member concerned or another relevant staff member, for example a Curriculum Lead.

A complaint must be escalated immediately to stage 2 where any part of it relates to:

- Equality & Diversity
- Safeguarding
- Health & Safety
- Prevent Duty
- Radicalisation

Stage 2

If the informal approach does not resolve the matter, you may make a formal complaint, which should be in writing, and addressed to the Strategic Quality Lead. Alternative formats and methods of complaints will be accepted, but if you have not followed the informal approach the training provider reserves the right to instigate this and treat your complaint informally in the first instance.

- A formal complaint must be made within 15 working days of the action or loss of service that you feel has adversely affected the quality of your learning opportunity/service.
- The Quality team will take the on the role of investigator for the complaint.

On receipt of a formal, written complaint:

Within 2 working days

The Quality team will acknowledge receipt of the formal complaint to the complainant.

Within 10 working days

The investigator will conclude the investigation and send the training providers detailed response to the complainant. If it is not possible to conclude within 10 days the investigator will send the complainant an indication of how the complaint is being addressed and when they will receive a detailed response.

Copies of all correspondence relating to the complaint should be forwarded to the Quality team to file on the complaints record.

Stage 3

If you are not satisfied with the outcome, you should follow the Plymouth City Council Complaints procedure which can be accessed here [Make a general complaint, compliment or give us your feedback | PLYMOUTH.GOV.UK](#)

Stage 4

If, when the internal formal complaints procedure has been exhausted, the complainant remains dissatisfied they may have grounds to complain to the Education Skills Funding Agency (ESFA).

Monitoring and Reporting

The Quality team will ensure that adequate records are maintained of the complaints handling process.

The Quality team will produce an annual report of complaints received to include the outcome of investigation, lessons learned, and actions taken.

Review of Procedure

This procedure will be reviewed annually.

Contact Details

Info@oncoursesouthwest.co.uk
On Course South West
Hyde Park House
Mutley Plain
Plymouth
PL4 6LF

ESFA Details

ESFA Complaints
Chief Executive's Office
Cheylesmore House
Quinton Road
Coventry
CV1 2WT