


COMPLAINTS POLICY

We try exceptionally hard to ensure all of our services are to the highest standard and exceed customer expectations. If you have a genuine complaint about any part of the service provided by our company, I would like to invite you to complain by either discussing your complaint with your Tutor/Assessor or completing a copy of our customer complaint form which can be emailed or posted to our Centre. It will then be passed onto the Head of Quality & Operations/Managing Director. All complaints are treated seriously and you will receive a response within seven working days of receipt of your complaint.



Joanne Bridger
Managing Director

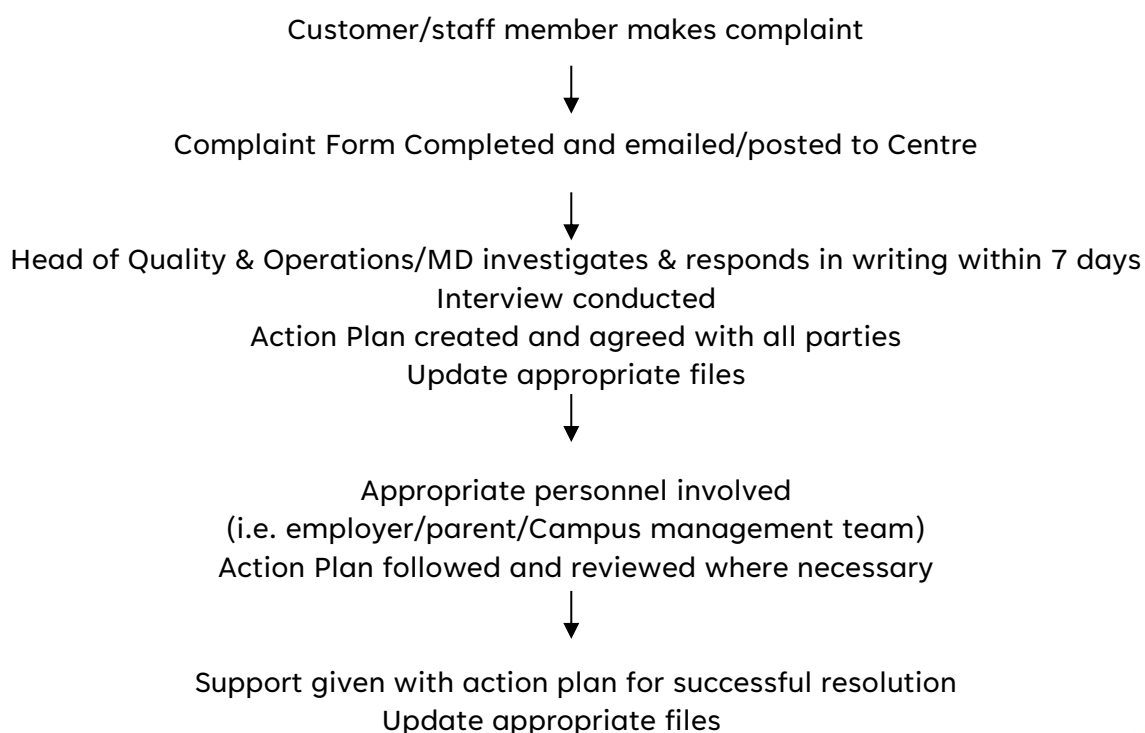
What is a Complaint?

A complaint is an expression of dissatisfaction about any aspect of the service or activity that Campus Training has undertaken. The Appeals procedure should be used in relation to qualification assessment and/or exams processes, which includes escalation to the relevant Awarding Organisation.

Purpose

To ensure that a reporting mechanism exists for all complaints by external and internal customers (apprentices, learners, employers, staff, partners etc.) and that all complaints are responded to effectively and preventative action takes place to ensure similar complaints do not arise in the future.

Process



The Head of Quality & Operations/Managing Director shall use discretion in determining the seriousness of the complaint and refer complaints outside their capacity as appropriate to the Education and Skills Funding Agency (ESFA).

Informal Complaints or Concerns

Customers (Apprentices, learners, employers, staff, partners etc.) wishing to raise a concern about the standard of our services may do so informally without going through this formal process. All concerns will be recorded on the appropriate file and action will be taken to address the matter without causing any embarrassment to the individual raising the concern. This can be raised with your key contact at Campus Training or call 01825 749390.

Formal Written Complaints

Customers (Apprentices, learners, employers, staff, partners etc.) should either complete the attached Complaints Form or write to Campus Training. This can be sent by email to office@campustraining.co.uk or posted to Norfolk House, Norfolk Way, Uckfield, East Sussex, TN22 1EP.

This will be investigated initially by the Head of Quality & Operations/Managing Director, who will involve other people as appropriate, and ensure a response has been made within 7 days.

An action plan with relevant support will be put in place and monitored by the Head of Quality & Operations/Managing Director.

Right to Appeal

If the complainant is still dissatisfied with the outcome, they can appeal to Jo Bridger, Managing Director. The appeal must be within 20 days of receipt of the complaint response. The appeal can be sent in writing to Norfolk House, Norfolk Way, Uckfield, East Sussex, TN22 1EP or emailed to jo@campustraining.co.uk. Any appeal will be responded to within 10 days of receipt.

If an apprentice is still dissatisfied following the appeal response, they have a right to appeal to the ESFA. They can raise their concerns directly with the ESFA at:

complaints.esfa@education.gov.uk

Alternatively, you may write to:

Customer Service Team,
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT



Complaints relating to Assessment of Qualifications

All complaints relating to assessment and certification shall be carried out in accordance with the Appeals Procedure, which can be found in the apprentice/learner handbook and is discussed and signed at apprentice/learner induction.

Monitoring of Complaints

The Head of Quality & Operations/MD shall monitor all complaints, ensure that appropriate action has taken place and the outcome has been recorded on the Customer Complaints Form.

All complaints received shall be analysed and any pattern in external or internal complaints will be examined and corrective action taken to prevent such occurrences in the future.

Compliments and Feedback

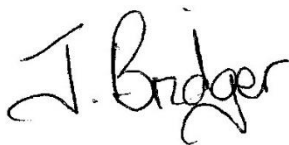
Alternatively, we also welcome compliments on our services, or suggestions for improvement. As part of our quality assurance process, we regularly gather feedback from our learners and employers to help us to improve our services.

All feedback can be given directly to any Campus member of staff who will be pleased to pass this on to the relevant person.

Monitoring & Review of Policy

This policy will be reviewed at least once per year by the senior management team.

This policy was last reviewed in December 2023 and is due for review in December 2024 or before if required.



Jo Bridger
Managing Director

CUSTOMER COMPLAINT FORM

Name	
Contact Details	
Employer/Placement	
Trainer/Line Managers Name	
Date of Complaint:	
Nature of Complaint?	
Received By and Date:	
Interviewed by and Date:	
Details of interview:	
Agreed actions and follow up date:	
Follow up comments and date:	
Has complaint been resolved satisfactorily? YES/NO	
Any further actions required?	
Signatures and dates:	
<i>Complainant</i>	
<i>Head of Quality & Operations</i>	
<i>Placement/Employer</i>	
<i>Managing Director (where appropriate)</i>	