

FE Business

Complaints Policy & Procedure

January 2022



Version: 4.0	Name: Mark Cook
Revised: January 8 th 2022	Signature: 
This plan is reviewed annually. Date of next review: January 7 th 2023	

Complaints Policy

We value your opinion

We hope to make your experience of dealing with FE Business an excellent one and we welcome your comments, suggestions and details of satisfaction (or dissatisfaction) about the service you have experienced when contacting us or using any of our services.

1. Aim of the Policy

The aims of this policy are to:

- protect apprentices enrolled with FE Business
- protect all other FE Business customers and learners
- help improve any service provided by us
- ensure compliance with any relevant legislation and guidance – including from the Education & Skills Funding Agency and Ofsted

2. Purpose of the Policy

The purpose of the policy is:

- To set out the steps to follow when a complaint is made to us
- To present the expectations of how a complaint will be investigated
- To describe how the outcomes of a complaint will be communicated

3. What is a Complaint

A complaint is an expression of dissatisfaction or grievance caused by the actions or behaviour of FE Business. We recognise that learner and employer satisfaction is an integral part of our approach and are embedded into our corporate values.

4. Complaints Process: How to raise a complaint

You can make a complaint either orally or in writing to an FE Business. employee. The employee will listen and make note of your complaint and will follow the stages below.

All customers are dealt with seriously and impartially and are responded to promptly – regardless of the subject matter. We aim to acknowledge your comment or complaint within three working days and will seek response to feedback or resolution of complaints within ten working days.

a) Stage 1: Informal and local – initial complaint

Most initial complaints can be made orally either in person or by phone to members of staff. Alternatively, you may choose to make your complaint in writing. You should expect your complaint to be listened to, or receipt of a written complaint acknowledged promptly. If possible, a resolution will be offered within 48 hours.

If it is not possible to resolve the complaint immediately the person responding to your complaint may suggest passing on your complaint to a Senior Manager. The Senior Manager may wish to contact you to listen to your complaint again and make notes.

If a complaint cannot be resolved to your satisfaction at stage 1 it is necessary to make a formal complaint.

b) Stage 2: formal complaint

Formal complaints must be made in writing either by email or a letter.

A Senior Manager of the Training Team will be assigned to investigate your complaint. Firstly, the Senior Manager will establish why you are not satisfied with the resolution supplied at stage 1 and they may also contact you via telephone, email or letter to clarify points of your complaint. The decision made by the Senior Manager will be notified to you within 10 working days of the formal complaint being received.

c) Stage 3: complaint appeal – escalation to a Director

If you are not satisfied with the response at stage 2 you may request for your complaint to be escalated to stage 3. The Executive Team member will consider evidence from all aspects of the complaint to date and consider whether your complaint has been addressed correctly and fairly. They may wish to contact you to clarify any existing evidence. New evidence will be considered where it is available. The outcome will be communicated to you within 7 working days of the complaint being escalated. At this point any decision will be considered final and no further complaints will be considered on the same matter.

5. External Review

Customers who are not satisfied with the response they receive can ask to have their case reviewed by our company Directors, the ESFA, awarding organisations or Ofqual as appropriate. We will provide you with more information about the options available to you when we respond to your complaint.

6. How to make a comment or complaint

Contact the person, department or office that you have already dealt with to fully explain your views or situation and ask for a response or assistance.

Or

Email our Operations Director, Pat Delves. pat.delves@febusiness.co.uk

By telephone – 07454 956407 (Monday to Friday – 0900 to 1700)

By post – FE Business, 3rd Floor, News Building, London SE1 9SG

Please provide your name, postal address and/or e-mail address and/or telephone number so that we can respond to you.