


# EDUCATIONWISE ACADEMY

## Complaints Procedure

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Policy prepared by	SLT
Policy Approved by	CEO – Gavin Deane - 
Complaints Lead	Gavin Deane – <a href="mailto:gdeane@education-wise.org">gdeane@education-wise.org</a> - 0117 379 0450
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This policy will be reviewed annually and updated accordingly by The Senior Management Team for approval by the governance board. The CEO will hold overall responsibility and ownership for this policy.

Educationwise Academy is committed to providing a high-quality service for our learners and apprentices, however we acknowledge that sometimes we may not always achieve the standards to which we aspire to work at. If something goes wrong we would like to hear from you; our apprentices, learners and customers. We will deal with your complaint fairly, efficiently and effectively and where you have been adversely affected by a service that does not meet our standards, we promise to put it right.

This policy document outlines the procedures put in place if a learner or customer wishes to raise a complaint.

Apprentices should raise any complaint as an informal or formal complaint within 10 working days of the date of the circumstances giving rise to the complaint. Unfortunately delays in submitting the details may result in Educationwise Academy being unable to effectively investigate the complaint.

Where your complaint is of a highly sensitive nature including bullying or harassment, or is about a specific member of staff, please contact the Designated Safeguarding Lead (DSL). The DSL will then be responsible for escalating to the appropriate staff member(s), and if required to, will follow the Safeguarding and Prevent policy. Contact details for the DSL are at the end of this policy and can also be found in the apprentice and employer Commitment Statement, on Onefile and on our website.

### **Objectives**

The aim of this policy is to ensure we always maintain a high standard of customer service, ensuring all complaints are handled promptly and politely, and where appropriate, confidentially. We aim to learn from complaints and use them to improve the service we are delivering.

The aim of this policy is to provide a fair consistent and structured process for our customers if they are dissatisfied with the service they have received and can be found on the website [Apprenticeship Policies \(educationwisegroup.co.uk\)](https://www.educationwisegroup.co.uk), Onefile and at the request at [admin@education-wise.org](mailto:admin@education-wise.org).

Emphasis is placed on resolving complaints as quickly as possible and we will ensure that our staff are equipped to deal with complaints efficiently and effectively and any lessons learnt from complaint investigations will be used improve performance.

Customers can expect to receive a consistently high-quality service when they contact any member of staff with a complaint and we will deal with all complaints promptly and with courtesy and efficiency.

### **When dealing with complaints EDUCATIONWISE ACADEMY will:**

- Treat all complaints seriously and confidentially
- Maintain a log of complaints received
- Monitor the nature of complaints to identify any weaknesses
- Learn lessons from complaints
- Monitor our performance in complaint handling against agreed targets

All complaints will be dealt with confidentially and in accordance with the requirements of the Data Protection Act A complaint at any stage of the procedure may be made by telephone, in person, on feedback questionnaire, by email or by fax.

**There are 2 ways EDUCATIONWISE ACADEMY will deal with the complaint dependant on;**

1. Is the complaint regarding EDUCATIONWISE ACADEMY?
2. Is the complaint regarding the qualification?

You can inform us of a complaint at

Gavin Deane – CEO & Deputy Safeguarding Officer, phone 07906551630, Email [gdeane@education-wise.org](mailto:gdeane@education-wise.org)

In writing to Educationwise - Engine Shed, Station Approach, Temple Meads, Bristol, BS1 6QH

Or

Contact the awarding organisation or the regulator as identified in your support information provided at induction, but if you are unsure who to contact, please contact [info@education-wise.org](mailto:info@education-wise.org) where one of the team will provide you the contact details you require.

### **Complaints against EDUCATIONWISE ACADEMY**

#### Stage 1

Any member of staff can receive a customer complaint and should attempt to resolve the issue, if it is not possible to resolve a complaint immediately, the complainant will be informed of the complaints procedure, any action to be taken and the timescale involved. The majority of complaints will be considered at stage 1 of the process allowing EDUCATIONWISE ACADEMY the opportunity to resolve the issue quickly, however in certain circumstances it may be necessary for a complaint to go to stage 2 of the process for example if the complaint is complex and requires a more detailed investigation. Timescales – full response within a maximum of 10 working days, if it is not possible to resolve the complaint immediately. If at the end of stage 1 of the procedure the complainant remains dissatisfied, they will be advised that they have 28 days from the date the response was given in which to request that the complaint is progressed to stage 2.

#### Stage 2

A member of the management team will acknowledge the complaint, carry out a review of the complaint and inform the complainant of any action to be taken and the timescale involved. They will keep the complainant informed of the progress of the investigation and send the final response. Timescales – acknowledgement within 5 working days and full response within a further 15 working days. We aim to resolve all complaints within the above timescales, however, if a complaint is very complex it may occasionally be necessary to extend the time limit. If this is the case we will keep the complainant informed of progress with the investigation, the reasons for the delay and inform them of the new deadline.

All staff can provide advice on complaints procedure, deal and resolve complaints at stage 1. The management team is responsible for dealing with all complaints at stage 2.

All staff to have access to the complaints file and record each complaint.

The management team are responsible for overseeing all complaints and ensuring that they are dealt with promptly and within the agreed timescales.

At any point if deemed appropriate the complaint can be escalated to the awarding organisation or the qualification regulator.

EDUCATIONWISE ACADEMY are committed to continually improving the services we deliver, information gained from complaints can be a valuable tool in identifying the needs of our customers and developing our services to meet those needs.

### **Appeal Stage**

If you are not satisfied that your complaint has been dealt with effectively you should advise us within 28 days of the date of the decision. We ask that you send the following details to [Gdeane@education-wise.org](mailto:Gdeane@education-wise.org)

1. Your original complaint and all reasons relating to this complaint
2. The reasons why you are not satisfied with the outcome.

It will then be escalated to the CEO who will be responsible for convening the complaints committee, which is made up of the following staff members (if appropriate):

- COO
- CCO
- Head of Quality & Education
- IQA

Following the committee meeting, a member of the team will provide a written response within 28 days of receipt of the appeal. Please note this will be our final decision on the matter.

If you have any questions on our complaints procedure, please contact [info@education-wise.org](mailto:info@education-wise.org)

Following our appeal stage, if you wish to escalate your complaint you may contact the Education and Skills Funding Agency (ESFA). Employers may make a complaint either on their own behalf or on behalf of their apprentice where permission has been given. Apprentices and their employers can contact the apprenticeship helpline regarding apprenticeship concerns, complaints and enquiries by calling 08000 150400 or by emailing [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk) in the first instance.

There is also additional guidance on complaints published by the ESFA on the GOV.UK website: <https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

You can also email your complaint to [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk).