POLICY

Feedback and Complaints

Policy Owner	Jordan Banks
Last Reviewed On	19/02/2024
Review Frequency (months)	6

Purpose

This policy explains our broad approach to how we handle feedback and complaints and how we:

- Aim to put things right for you quickly when they go wrong
- Keep you informed of the progress of your complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise you of your right to appeal, both to us and/or an appropriate regulator or agency if you remain dissatisfied after your complaint has been through all stages of our complaints procedure

If you have a complaint that has resulted in you disagreeing with an assessment decision, please refer to our Appeals Policy.

Policy details

It helps if you give your feedback or raise your complaint straight away to the people involved; they may be able to resolve the issue and put steps in place to ensure the issue does not occur again. You can give this feedback in person or by phone or email.

If you believe your issue cannot be resolved informally, you may raise a formal complaint. Any feedback or complaints related to Equality & Diversity, Safeguarding, Health & Safety or the Prevent Duty must be raised formally.

If you wish to raise a formal complaint you can do so by email to the relevant department head:

- Recruitment: Charlotte Berridge (charlotte.berridge@startingoff.co.uk)
- Training: Jess Cameron (jess.cameron@startingoff.co.uk)
- Anything else: Jordan Banks (jordan.banks@startingoff.co.uk)

Or, if you wish to send the details by letter, please post for the attention of the relevant manager to:

- Starting Off, 3-5 Wood Hill, Northampton, NN1 2DA

To help us the process please include your name, contact details and the facts supporting the complaint including names, dates, and locations.

Depending on the nature of the complaint, the details may be shared with others in the business for investigative and resolution purposes, this can include:

- The assessor
- The Training Manager (for Safeguarding or Prevent related issues)
- The H&S Nominated Contact (where injury or risk of injury is highlighted)
- The Managing Director (for complaints related to Equality & Diversity)

We will provide an initial response within 2 working days of receipt of your feedback. We will then carry out a thorough investigation and respond within 10 working days with our findings, actions and outcomes.

If you are not satisfied with the outcome or handling of your complaint, you can appeal to the Development Manager, Jordan Banks, who will investigate and escalate the complaint to the Managing Director if required.

In the unlikely event that we are unable to sort the issue out to your satisfaction, you can raise your concerns further with a relevant agency or regulatory body. The complaints procedures for these agencies are linked below.

Roles and responsibilities

The *Development Manager* will:

- Make this policy available to learners on OneFile and publish it on the Starting Off website
- Escalate complaints to the Managing Directors if required

The *management team* will:

- Receive, investigate and resolve formal complaints received by email or post
- Respond to formal complaints within 2 days of receipt with an initial response
- Respond fully to formal complaints within 10 working days of receipt

The *assessor* will:

- Receive and resolve non-formal complaints direct with the learner

The *learner* will:

- Raise any feedback or complaints in accordance with the instructions

Links to external complaints procedures

- **The Education and Skills Funding Agency**, for any issue related to an apprenticeship course
- **AAT** for training related to an accountancy course
- **BCS**, for training related to digital marketing
- CIM, for training related to the Multichannel Marketer qualification
- **City & Guilds**, for business administration, customer service, IT and functional skills