

Complaints Policy & Procedure

Complaints Policy

First Class Education Solutions is committed to providing a high-level service to our customers. If you do not receive satisfaction from us, we need you to tell us about it. This will help us to improve our standards.

The purpose of this complaint's policy and procedure is to enable anyone interacting with First Class Education Solutions to raise matters of concern about our services or provision to our attention, so that they can be investigated and resolved in the clearest and fairest way possible. In most cases this will be achieved without having to conduct the formal complaints procedure; which should be a last resort in reaching a solution.

What is a complaint?

The complaints procedure covers any expression of dissatisfaction or concern about:

- Provisions of First Class Education Solutions affecting customers (applicants, apprentices, employers, stakeholders)
- Actions or lack of actions by First Class Education Solutions or its staff
- Standards of service, courses or facilities provided by First Class Education Solutions.

This procedure is for use by any existing or prospective apprentice, employer or customer who seeks or receives a service from us. It also extends to anyone who may be directly affected by our services or activities.

Anonymous complaints will be logged and monitored but not investigated under normal circumstances.

Complaints Procedure

If you have a complaint, please contact the office. You can write to:

Brunilda Shehaj/ Head of Training and Apprenticeships at:
Address: C21 Parkhall, 40 Martell Road, London, SE21 8EN
or email brunilda.shehaj@firstclasseducation.org.uk
or call: **02034509495**

Next Steps:

We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 days of us receiving your complaint.

We will record your complaint internally.

We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 14 working days of your reply.

We will then start to investigate your complaint. This will normally involve the following steps:

We may ask the member/s of staff who dealt with you to reply to your complaint within 7 working days of our request;

We will then examine the member/s of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 7 working days from receiving their reply.

A member of the Management Team will then invite you to meet him/her to discuss and hopefully resolve your complaint. They will do this within 7 working days of the end of our investigation.

Within 7 working days of the meeting, a Management Team will write to you to confirm what took place and any solutions he/she has agreed with you.

If you do not want a meeting or it is not possible, a Manager will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. They will do this within 14 working days of completing their investigation.

At this stage, if you are still not satisfied you can write to a Director who will review the Senior Manager's decision within 14 working days.

We will let you know the outcome of this review within 7 working days of the end of the review.

We will write to you confirming our final position on your complaint, explaining our reasons.

If you are still not satisfied, you can contact the:

[ESFA/https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa](https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa)

If we must change any of the time scales above, we will let you know and explain why.

Confidentiality

All complaints will be treated seriously, handled sensitively and with due consideration to all parties involved. In line with our equal opportunities policy, all complainants will be treated fairly and not suffer any recrimination or disadvantage as a result of making a complaint. Any person named in a complaint, however, will be informed and have a right of reply as part of the investigative process.

Complaints must be made by complainants themselves, however, we recognise that some apprentices and vulnerable adults may have difficulties with this and so encourage them to use whatever assistance is required from a third party to make their complaint effectively.

Form to be completed by complainant below: