



Complaints

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1. POLICY STATEMENT

SR Education is committed to delivering an excellent experience to all its learners and employers and is dedicated to providing the best possible education, training and support services to all stakeholders.

Our learner and employer' views are important to us and help us to ensure that the services we provide are of the highest quality and consistently meet the needs of all our stakeholders. We want to make our services as efficient and effective as possible. To do this we need to know whether we are getting it right and how we can improve our services.

Our aim is to take account of all opinion, both positive and complimentary feedback, as well as taking seriously any areas of concern or dissatisfaction, which may result in a formal complaint. SR Education will listen carefully to all feedback and respond promptly to any complaints. We encourage any stakeholder to contact us if they are not satisfied with a service, to tell us why not and what we can do to improve things.

We also welcome any positive comment or complimentary feedback, particularly relating to our team members or the services we provide, and so if we are doing things really well, we'd like to hear about that too.

This policy aims to ensure that due consideration is given to:

- all feedback received about any aspect of our performance around our core purpose of providing education and training
- that learners, employers and stakeholders are aware of how to make a complaint
- that the policy, procedures and guidelines clearly set out the arrangements which the SR Education has for the investigation and resolution of complaints
- that a constructive approach is applied and maintained and that, wherever possible, there is a positive resolution to any complaint
- that mechanisms are in place to enable stakeholders to afford positive feedback and/or compliments, which when received are disseminated appropriately.

2. PRINCIPLES

The general principles of this policy in relation to complaints are:

- The procedure aims to be simple, clear and fair to all parties involved.
- Complaints will be handled sensitively. Any person named in a complaint will be informed of the substance of the complaint and will have the right to reply as part of the investigation. Information contained within the complaint will be made available only to those involved in its resolution.

- Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and SR Education observe the confidential nature of issues. However, the circumstances giving rise to the complaint may be such that it might not be possible to maintain confidentiality and each complaint will be judged on its own merit. Should this be the case, the situation will be explained to the complainant and/or their representative.
- Similarly, depending on the circumstances, where a complaint leads to disciplinary action against SR Education staff, we may need to keep some aspects of the disciplinary action and/or outcome confidential.
- Decisions taken as the result of an investigation will be balanced and reasonable.
- In the case of students raising a complaint who is aged below 18, SR Education may be obliged to inform their parent/guardian.
- Where the same complaint is raised by a number of individuals at a similar time, this will be treated as a single complaint. If a group of learners submit a complaint it may be appropriate to appoint one student to act as a representative and liaise with the SR Education.
- No learner or stakeholder bringing a complaint under this policy, whether successfully or otherwise will be treated less favourably than if the complaint had not been brought. If evidence to the contrary is found in this regard the member of staff may be subject to disciplinary proceedings under SR Education policy.
- All SR Education staff have the right not to be subjected to aggressive, offensive or abusive actions, language or behaviour, regardless of the circumstances. In these circumstances, we will take any necessary action required to address such unacceptable behaviour, for example; terminate an abusive telephone call, decline to communicate via telephone, require that contact is made with a specific staff member only

Malicious Complaints

SR Education may consider invoking further action in those cases where complaints are found to be malicious. A malicious complaint is defined as a complaint which is patently unsustainable, having been put forward so as to abuse the process of the complaints procedure or, for example, to attempt to defame the name or character of another person.

Anonymous Complaints

Complaints require investigation to enable resolution; where a complaint is made anonymously, it will not be possible to undertake such an investigation. For practical reasons, therefore, normally no action will be taken in the event of complaints made anonymously.

3. PROCEDURE

Should learners, employers or other stakeholders wish to complain about any services provided by SR Education they are advised to follow the procedure stated below. In the unlikely event that a learner, employer or stakeholder believe that a complaint has not been resolved to their

satisfaction, they have the right to take their complaint to the Education and Skills Funding Agency and/or the relevant Awarding Organisation

The Managing Director is the accountable executive responsible for overseeing the arrangements covered by this policy and for ensuring that its is published and accessible to all stakeholders. However, the coordinators specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

Stage One: Informal Resolution

It is recognised that concerns may be raised informally that can an should be dealt with immediately by the relevant staff member.

In this case the staff member should discuss the complaint with the complainant and attempt to agree a way forward or a solution that suits both parties. The complainant should allow the staff member sufficient time to investigate or remedy the grievance.

No formal responses are necessarily required for informal complaints. Where appropriate, staff should make recommendations for improvement within their own area when they have resolved an informal complaint. However, if concerns are not satisfactorily resolved in this way complainants may follow the formal procedures for handling complaints – as specified below.

Stage Two: Formal Resolution

If the complaint cannot be resolved informally to the satisfaction of the complainant, or if learner feel that they cannot make an informal complaint directly to the relevant staff member, the complaint should be submitted in writing using the SR Education Complaints Form to the Complaints Officer (see below). The complainant should use the form to provide a detailed account of their grievance. The Complaints Officer will write to complainant to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken. The Complaints Officer will carry out an investigation, which will involve the relevant staff member (where required) and other members of personnel, and will write to the complainant within 20 working days with [his/her] findings and a decision as to whether the complaint was justified.

All Stage Two Complaints should be sent to:

The Complaints Officer: Kevin Foreman, SR Education, Unit 2, Cromwell Court, Kneeton Road, East Bridgford, Nottingham NG13 8LP

Stage Three: Formal Escalation/Appeals

Where the complainant has followed Stage one and/or two of the complaints procedure and are still dissatisfied with the outcome, they have the right to escalate their complaint to the SR Education, Quality Improvement Group (QIG). The compliant should write to the SR Education QIG within ten working days, outlining the reasons for the appeal. The QIG, which consists of a team of senior managers will review the content of the complaint/appeal and may carry out further investigations on the complainant's behalf, the appeal review will seek to resolve the issues involved, following which a written response will be issued within ten working days of receipt of the appeal letter, wherever possible. This will be the final stage of the SR Education complaints procedure.

External Appeals

If a complainant remains dissatisfied with the findings, the complainant has the right to direct their complaint to the appropriate external bodies. For apprentices and adult learners this is the Education and Skills Funding Agency (ESFA):

Education and Skills Funding Agency (ESFA)

Complaints Team
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

Annex 1: SR Education Complaint Form

Stage One

Before completing this form, learners are advised to follow Stage one, of the complaints procedure and initially try to rectify the issue prior to submitting a formal complaint.

Stage Two

Learner are required to complete this form and forward it to the Complaints Officer.

Name:	
Address:	
Email address:	
Contact Number:	
Date complaint submitted:	
Date of course/assessment:	

Describe the nature of your complaint as fully as possible:

Please return this form to: Kevin Foreman
Complaints Officer
SR Education, Cromwell Court, Kneeton Road,
East Bridgford, Nottingham NG13 8LP.

