
8POINT8 TRAINING

COMPLAINTS POLICY

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1. Introduction

8point8 Training is committed to providing a quality service and achieving the highest standards of conduct, working in an open and accountable way that builds the trust and respect. We aim to consistently review and improve our service is by listening and responding to the views of others in a professional manner, ensuring we are approachable and open minded. Feedback and opinions are important to us and is key to be able to improve our service, systems, and processes. All complaints are handled in a fair, consistent, and timely way.

Staff and learners/apprentices are asked to ensure that they read and understand the contents of this policy and that they remain aware of its contents and act accordingly. A copy of this policy can be accessed by learner/apprentices via their e-portfolio system, staff have access to this policy via SharePoint.

1.1 Related Files / Documents

Reference	Document Title
POL-701	Equality and Diversity Policy
POL-705	Data Protection Policy
POL-706	Prevent Policy
POL-707	Safeguarding Policy
POL-710	Learner Health and Safety Policy

2. Scope

Our complaints procedure aligns to the ESFA Complaints Procedure and Accountability Framework, Ofsted EIF, Awarding Organisation Appeals Processes, and Contract requirements. All learners/apprentices and employers are be made aware of the complaint procedure. The process is embedded into our induction and published on our website. All complaints are dealt with discretion and sensitively.

This policy applies to:

- Learners/Apprentices
- Parents/guardians and authorised representatives
- Employers
- Employees of 8point8 Training

3. Definition and Purpose

Definition: A complaint can be defined as 'any expression of dissatisfaction that relates to 8point8 Training and that requires a formal response'.

Purpose: This policy is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

4. Responsibilities

Whilst it is expected that all staff of 8point8 Training accept responsibility for the practical application of this Policy, lead responsibility for its implementation and review will rest with the Executive Team and alongside the Senior Management Team oversee the management and implementation to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response
- we deal with it promptly, politely, and confidentially
- we respond in the right way
- we learn from complaints, use them to improve our service, and review annually our complaints policy and processes

8point8 Training's responsibilities are to:

- acknowledge the formal complaint
- respond within the stated period
- deal reasonably and sensitively with the complaint
- act where appropriate

5. Complaints Procedure

5.1 Complaints Regarding Actions and Services

Stage 1

Informal complaints. Where possible, informal complaints should be raised immediately with management or via the Delivery Team either verbally or by email to - info@8point8training.com. The aim is to resolve the problem directly and informally allowing sufficient time to investigate or remedy the grievance (this may vary according to the nature of the complaint). It is anticipated that most complaints will be resolved in this manner.

Stage 2

Formal Complaints. If a complaint is unable to be resolved informally, or the complainant wishes to make a formal complaint this should be submitted in writing to the Training Manager, (although they do have the option to refer complaints to any other member of staff if they should so choose) jenny.atkinson@8point8training.com or support@8point8training.com within 10 working days of the incident. The communication should set out the details of the complaint in full. An acknowledgement on receipt will be issued within 2 working days. The Training Manager will review all information submitted and meet with relevant parties to review the complaint (if necessary) and will write to the complainant within 10 working days with findings and a decision as to whether the complaint was justified and any action is to be taken.

Where a complaint is made against a specific member of staff the Training Manager will ensure that the complaint is handled in line with internal HR Policies and Procedures. The Training Manager cannot investigate complaints where the grievance relates to their own conduct, in this instance the complaint would escalate to Stage 3.

Stage 3

If the complaint has not been resolved to the complainant's satisfaction, they should write to the Executive Team within 10 days outlining why they are dissatisfied with how the complaint has been addressed. The Executive Team will appoint an individual to investigate the case fully, including how the original complaint was handled, and reply to the complainant within 20 days with the outcome and suggested resolution.

Stage 3 complaints should be sent to:

The Executive Team
8point8 Training
Unit 11, Yorkshire Way
Doncaster
DN3 3FE

Stage 4

If the complaint fails to be handled to the satisfaction the complainant, the ESFA complaints process can be followed by emailing esfa@education.gov.uk. The following information will be required:

- the name of the organisation the complaint is against
- details of the complaint, together with the relevant documents

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- evidence that the organisation's complaints procedure, including any appeals process has been exhausted
 - permission to disclose details of the complaint to the organisation concerned
 - if acting on behalf of the complainant, evidence that permission has been given

The ESFA can only investigate on behalf of complainants whose courses they fund or employers that they fund.

5.2 Appeals Procedures for Assessment Outcomes or Decisions

Stage 1

Learners/apprentices have the right to enquire, question or appeal against an assessment decision. If the appeal is informal, they should voice their complaint within 10 working days of the assessment decision. The assessor will discuss the complaint with the complainant and attempt to agree a way forward or a solution that suits both parties. Complainants should allow the assessor sufficient time to investigate the appeal, but a first response will be made within 2 working days.

Stage 2

If the complainant is dissatisfied with the outcome of the informal appeal decision, the complaint must be sent in writing to the 8point8 Training Internal Quality Assurer (IQA) within 10 working days of notification of the informal decision. The IQA will acknowledge receipt of the complaint within 5 working days.

The IQA will carry out an investigation, which will involve the relevant assessor and assessment documentation and will write to the complainant within 10 working days of acknowledgement with findings and a decision as to whether the complaint was justified and any action to be taken.

If the IQA feels the appeal is to be upheld the assessment will be changed to reflect the decision and if applicable the Awarding Organisation will be notified of the decision. If an appeal is not upheld, a written explanation detailing the appeal review will be sent to the complainant.

Stage 2 appeals should be sent to:

8point8 Training Manager
Unit 11, Yorkshire Way
Doncaster
DN3 3FE
info@8point8training.com

Stage 3

If the complainant is not satisfied with the appeal decision made at Centre level, they can instruct the Centre to contact the Awarding Organisation (AO) or Regulating Body to escalate the appeal.

The appeal process will then follow the AO/Regulating Body's internal Appeal Processes. Contact details can be found in the Additional Support section.

6. Records

When complaints are received, they are logged on the internal Complaints Log, recording the progress and actions made until the complaint is either acceptably resolved or at a point with which 8point8 Training can reasonably be expected to follow no further course of action.

The Training Manager regularly reviews the number of complaints received, the category/nature of complaints and the resolutions derived. Data is collated for analysis and presented quarterly to the Governing Board and SMT. Actions are identified in the Quality Improvement Plan (QIP) to reduce the likelihood of any similar future complaints arising.

7. Confidentiality

All complaints will be treated with sensitivity and confidentiality. We will work to instil a culture through which learners/apprentices and employers feel confident to make a complaint where they have any perceived grievance.

The safeguarding and wellbeing of learners/apprentices is essential, if a complaint relates to a safeguarding issue, the safeguarding reporting process will be followed, our Designated Safeguarding Lead will be consulted in terms of the most appropriate way to proceed.

During any investigation, personal and/or sensitive data will be processed in strict accordance with Data Protection Regulations. Any person named in a complaint, however, will be informed and have a right of reply as part of the investigation process.

8. Contacts.



Organisation Name	Organisation	Complaints Process
Highfield Awarding Body for Compliance (HABC)	Awarding Organisation	highfieldqualifications.com
OAL Awards	Awarding Organisation	https://www.oawards.co.uk/about-oal/
Education and Skills funding Agency (ESFA)	Regulator	Complaints procedure - Education and Skills Funding Agency - GOV.UK (www.gov.uk)
Ofqual	Regulator	https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure

9. Changes to this Policy

8point8 Training will review this policy at regular intervals and we reserve the right to update or amend it at any time and from time to time. We will circulate any modified policies.

10. Review of this Document

This document will be reviewed by Jenny Atkinson (Training Manager) 12 months from the date of implementation and then every 12 months thereafter unless minor adjustments are required in the interim.

Version	Release Date	Release Notes	Author	Signed
1.0	02/03/2021	Initial Release	Jenny Atkinson	
2.0	06/09/2021	Review and inclusion of additional support section. Added to new template	Jenny Atkinson	
2.1	06/05/2022	Review of complaints process stage 3	Jenny Atkinson	