



Title	Complaints and feedback
Owner	Director (Annette Hall)
Review interval	Every 2 years or when there is a change in rules, regulations or procedure
Date of last review	05/01/2024

Updates Every review will not necessarily yield any changes if none are needed. There will only be comments below if a change was made		
Date	Version no.	Comments
06/07/20	1	
08/07/21	1.1	Minor text clarifications, not affecting meaning.

Intent

Both negative and positive feedback is recognised as a valuable resource to enable us to achieve our mission and improve the quality of our services and Apprenticeship provision.

So that we can learn and improve on feedback given; accurate and complete records of all complaints received, resulting correspondence, interviews and actions taken are maintained and where required, translated onto the Quality Improvement Plan.

The purpose of this complaint procedure is to enable anyone interacting with Grey Seal Academy to bring matters of concern about our services or provision to our attention, so that they can be investigated and resolved in the fastest, clearest and fairest way possible.

What a complaint is

Grey Seal Academy defines a complaint as “an experience where something has been unsatisfactory or unacceptable”.

As such, to make a complaint, you won't need to demonstrate a specific policy or procedure has been breached, although you can do it this was part of the reason for your complaint.

Grey Seal Academy is committed to provide a safe and effective service for all and appreciate the change to rectify anything someone might deem as falling below a standard they feel acceptable.



Complaints Procedure

Where possible, we encourage complainants to try to settle minor, day to day, work-related issues informally with their Line Manager or Trainer. If the issue concerns the Line Manager or Trainer then, it can be raised with their Manager, Learning and Development or HR department. We recommend discussing any concern promptly. This is often the best way to resolve matters speedily, effectively and without need for formality. Learners can also contact Grey Seal Academy directly.

Where employers have concerns or complaints, they are encouraged to contact Grey Seal at the details below or their assigned Client Relationship Manager.

Contacting Grey Seal Academy:

If you have a complaint, please contact Grey Seal Academy by phone on 01773 829121 in the first instance to discuss your concerns.

If you would like to make a formal complaint, please contact us by email at: admin@greysealacademy.co.uk

Next steps

1. We will send you a letter or email acknowledging your complaint and 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 or email within 2 working days of us receiving your complaint.
2. We will record your complaint in our central register within 1 working day of having received it.
3. We will then start to investigate your complaint. This will normally involve the following steps;
 - Your complaint handler will contact you for any needed clarification of your complaint within 2 working days from acknowledging your complaint;
 - Your complaint handler will contact all parties concerned in order to fully investigate the complaint and inform you of the result or ongoing enquiries within 10 working days.
 - Where enquiries or investigations are ongoing, your complaint handler will give you a further expectation of how long they think it will take and will contact you again before this time expires.
 - Once you are informed of the outcome, you have the option of escalating your complaint should you remain unhappy with the resolution options or outcome.
4. If further escalated, Grey Seal's Quality Manager will then invite you to meet (either face to face or online) to discuss and hopefully resolve your complaint. They will do this within 5 working days of the end of our investigation.
5. Within 2 working days of the meeting, Grey Seal Academy will write to you to confirm what took place and any solutions agreed with you.
6. If you do not want a meeting or it is not possible, The Quality Manager will send you a detailed written response to your complaint. This will include suggestions for resolving the matter. This will be done within 5 working days of the investigation being completed.
7. At this stage, if you are still not satisfied you are entitled to appeal



Appealing after an initial complaint has been raised

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Head of Centre using the contact details above.

Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Head of Centre will investigate in full and respond to you in writing within 5 working days.

This will be the final route of escalation within our organisations, however if you feel your complaint is still unresolved, you can escalate to the following organisations:

- In relation to accredited qualifications, the Awarding Organisation responsible for the quality and certification of the qualification (Grey Seal Academy will provide you with their details on request)
- In relation to End Point Assessment, the End Point Assessment Organisation responsible for the Apprentice's assessment. (Grey Seal Academy will provide you with their details on request)
- In relation to ESFA funded courses you can contact the ESFA directly:
<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

If you have any queries about the contents of this policy, please contact Grey Seal Academy Director, Annette Hall using the details above.

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

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.