



COMPLAINTS POLICY

JC Training & Consultancy Ltd is committed to delivering high-quality apprenticeship training, professional development programmes and support services that meet the needs and expectations of learners, employers, staff and other stakeholders. We recognise that despite our commitment to excellence, there may be occasions when individuals feel dissatisfied with the service they have received.

We regard complaints as valuable opportunities to identify areas for improvement, enhance service quality and strengthen relationships with our stakeholders. We are committed to ensuring that all complaints are handled fairly, consistently, transparently and within reasonable timescales.

This policy establishes the principles and procedures for managing complaints and aims to ensure that concerns are investigated appropriately, resolved wherever possible and used to inform continuous improvement activities.

JC Training & Consultancy will ensure that no individual suffers disadvantage, discrimination or victimisation as a result of making a genuine complaint in good faith.

Purpose

The purpose of this policy is to provide a clear and accessible process through which learners, apprentices, employers, parents, carers, staff, subcontractors and other stakeholders can raise concerns about the services provided by JC Training & Consultancy.

The policy seeks to ensure that complaints are dealt with promptly, impartially and respectfully, while maintaining confidentiality and protecting the rights of all parties involved.

It also establishes arrangements for monitoring complaints, identifying recurring themes and implementing improvements where necessary.

Scope

This policy applies to complaints relating to the services, activities and conduct of JC Training & Consultancy, including apprenticeship provision, training delivery, learner



support, assessment practices, employer engagement, customer service and the conduct of staff or representatives acting on behalf of the organisation.

The policy applies to current and former learners, apprentices, employers, parents or carers of learners under the age of eighteen, subcontractors, partner organisations and members of the public who have engaged with the organisation.

This policy does not replace formal procedures relating to safeguarding, whistleblowing, disciplinary matters, grievances, data protection breaches or appeals against assessment decisions, which are addressed through separate organisational policies. However, where a complaint identifies issues falling within these areas, the matter may be referred to the appropriate procedure.

Principles

JC Training & Consultancy is committed to ensuring that complaints are managed in accordance with the following principles.

All complaints will be treated seriously and investigated appropriately.

Individuals raising concerns will be treated with courtesy, dignity and respect throughout the process.

Complaints will be handled fairly, objectively and without bias.

Investigations will be conducted by individuals who have no direct involvement in the matter being considered.

Confidentiality will be maintained wherever possible, although information may be shared where necessary to investigate concerns or comply with legal obligations.

All parties involved in a complaint will be given the opportunity to present relevant information and evidence.

Complaints will be addressed within reasonable timescales and complainants will be kept informed of progress where investigations take longer than anticipated.

Outcomes will focus on resolution, learning and improvement wherever possible.



Informal Resolution

JC Training & Consultancy encourages concerns to be raised at the earliest opportunity so that issues can be resolved quickly and informally wherever appropriate.

In many cases concerns can be addressed through discussion with the individual concerned, a tutor, assessor, line manager or another appropriate representative of the organisation. Informal resolution allows misunderstandings to be clarified and practical solutions to be identified without the need for a formal investigation.

Where informal resolution is successful, no further action will normally be required. However, records may be maintained where appropriate to support service improvement.

Individuals are not required to pursue informal resolution where the nature of the complaint is serious or where they feel uncomfortable doing so.

Formal Complaints Procedure

Where a concern cannot be resolved informally or where the matter is sufficiently serious, a formal complaint may be submitted.

Complaints should normally be submitted in writing by email or letter. Where an individual is unable to submit a written complaint due to disability, language barriers or other circumstances, reasonable support will be provided to ensure accessibility.

The complaint should include sufficient information to enable a fair investigation, including details of the concern, relevant dates, individuals involved and the outcome sought.

Acknowledgement of the complaint will be issued within five working days of receipt.

An investigating manager will be appointed who has had no direct involvement in the matters being complained about. The investigating manager may gather evidence through interviews, documentation reviews, learner records, employer records and other relevant sources.

Where appropriate, individuals named within the complaint will be informed of the allegations and given the opportunity to respond.

Following completion of the investigation, the complainant will receive a written response outlining the findings, conclusions, and any actions to be taken.



JC Training & Consultancy aims to conclude investigations and issue a formal response within twenty working days. Where additional time is required due to complexity, the complainant will be informed of the reasons for the delay and provided with an updated timescale.

Complaints Relating to Safeguarding

Any complaint that raises concerns regarding the safety, welfare or well-being of a learner will be referred immediately to the Designated Safeguarding Lead.

Safeguarding concerns will be managed in accordance with the organisation's Safeguarding Policy and may be referred to external agencies where appropriate.

Where safeguarding concerns arise during the investigation of a complaint, the safeguarding process will take precedence over the complaints process.

Complaints Relating to Equality, Diversity and Inclusion

Complaints involving allegations of discrimination, harassment, victimisation, bullying or breaches of equality legislation will be treated as serious matters and investigated by a senior member of staff.

Investigations will be conducted in accordance with the Equality Act 2010 and relevant organisational policies.

Appeals

If the complainant remains dissatisfied with the outcome of the formal complaint, they may submit an appeal within ten working days of receiving the written response.

The appeal should clearly explain the reasons for dissatisfaction and provide any additional evidence that may be relevant.

Appeals will be reviewed by the Managing Director or another senior representative not previously involved in the investigation.

The appeal review will consider whether the complaint was investigated fairly, whether procedures were followed correctly and whether the outcome was reasonable based upon the evidence available.

A written appeal outcome will normally be issued within ten working days. The appeal decision represents the final stage of the internal complaints process.



External Escalation

Where a complainant remains dissatisfied following completion of the internal process, they may seek advice from relevant external organisations.

Apprentices and employers funded through government apprenticeship programmes may raise concerns with the Education and Skills Funding Agency through the apprenticeship complaints process.

Information regarding apprenticeship complaints can be found through [Apprenticeship Complaints Guidance](#).

Concerns relating to qualifications or assessments may be referred to the relevant awarding organisation in accordance with its published procedures.

Individuals may also seek advice regarding discrimination matters from the [Equality Advisory and Support Service \(EASS\)](#).

Information about consumer rights and dispute resolution can be obtained from [Citizens Advice](#).

Recording, Monitoring and Quality Improvement

All formal complaints will be recorded within the organisation's quality assurance systems.

Complaint records will include details of the issue raised, investigation activities, outcomes and any actions identified.

Complaint data will be reviewed periodically by senior leaders to identify recurring themes, emerging risks and opportunities for improvement.

Lessons learned from complaints will be used to inform policy reviews, staff development, quality improvement planning and organisational decision-making.

The organisation views complaints as an important source of stakeholder feedback and a key mechanism for strengthening service quality.

Data Protection and Confidentiality

Information relating to complaints will be managed in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation.



Records will be retained securely and accessed only by individuals with a legitimate need to know.

While confidentiality will be respected wherever possible, there may be circumstances in which information must be shared to investigate concerns, protect individuals from harm or comply with legal obligations.

Monitoring and Review

The Managing Director has overall responsibility for ensuring the effective implementation of this policy.

This policy will be reviewed annually or sooner where legislative, regulatory or organisational changes require amendment.

The effectiveness of the policy will be evaluated through complaint outcomes, stakeholder feedback, quality assurance activities and continuous improvement processes.