



# COMPLAINTS, COMPLIMENTS AND FEEDBACK POLICY AND PROCEDURE

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## 1. Purpose and Scope

This policy outlines the procedures for managing feedback, complaints, and compliments from all stakeholders, including learners, employers, staff, and external partners. It reflects our commitment to:

- Equality, diversity, and inclusion
- Continuous improvement
- Transparency and accountability

It aligns with the Ofsted 2025 Inspection Toolkit and Ofqual Recognition Requirements 2025, and applies to all services provided by Qualitrain Ltd.

## 2. Policy Statement

Qualitrain Ltd is committed to:

- Welcoming feedback to improve service quality
- Ensuring all feedback is handled fairly, promptly, and confidentially
- Providing accessible and inclusive mechanisms for submitting feedback
- Complying with regulatory standards set by Ofsted and Ofqual

## 3. Compliments and Feedback

We encourage compliments and constructive feedback through:

- Learner and employer surveys (biannual)
- Learner reviews (as per funding requirements)
- Direct communication with staff
- Feedback forms available in training rooms, online, and via email

Accessibility Measures:

- Materials available in alternative formats
- Support for SEND learners and those with language barriers

Feedback is reviewed regularly to identify strengths and areas for improvement.

## 4. Complaints Procedure

Complaints may be raised by any learner, employer, parent, visitor, or community member. The process includes:

### Stage 1: Informal Resolution

- Raise concerns directly with the relevant staff member or their line manager



- Aim to resolve within 5 working days

#### Stage 2: Formal Complaint

- Submit a written complaint via form, email, or letter
- Acknowledgement within 5 working days
- Investigation and response within 15 working days
- Managed by the Centre Coordinator or Managing Director

#### Stage 3: External Escalation

- If unresolved, escalate to:
  - Awarding Organisation
  - Funding Provider (e.g., ESFA)
  - Qualification Regulator (e.g., Ofqual)

Note: External bodies typically require internal procedures to be exhausted first.

#### 5. Appeals

Appeals related to assessment decisions are handled under the Appeals Policy, in line with Ofqual Condition I1. The process is:

- Clearly documented
- Accessible to all learners
- Separate from general complaints

#### 6. Monitoring and Reporting

- All complaints and feedback are logged in a secure register
- Trends are reviewed by senior leadership and governors
- Used to inform strategic planning and quality improvement
- Anonymised summaries may be included in annual reports

#### 7. Responsibilities

- Managing Director: Overall responsibility for policy implementation
- Centre Coordinators: Local management of complaints
- All Centres: Must adopt and comply with this policy (Ofqual Condition C2)

#### 8. Retention and Review

- Records retained for a minimum of 3 years
- Policy reviewed annually or in response to regulatory changes
- Version control maintained

#### 9. Accessibility and Inclusion

- Feedback mechanisms are inclusive and accessible
- Support available for SEND learners and those requiring adjustments
- Complaints can be submitted in alternative formats or with assistance

#### 10. Contact and Submission



Complaints, compliments, and feedback can be submitted to:

Qualitrain Ltd

32-46 King Street, Alfreton, DE55 7DQ

✉ [helpdesk@qualitrain.co.uk](mailto:helpdesk@qualitrain.co.uk)

Non-Controlled if Saved/Printed



## Feedback: Making a Complaint, Enquiry About Results, Suggestion or Compliment or Raising an Appeal Form

This form should be used for feedback linked to complaints, appeals, suggestions or compliments. Please refer to Compliments, Complaints and Feedback Procedure or Appeals Procedure, as applicable. They explain that this form should be used to provide feedback and if raising a grievance or appeal after it has not been possible to resolve informally.

<b>Type of feedback</b>	Please tick the appropriate box	
	Enquiry About Results (EAR)	
	Complaint	
	Appeal	
	Compliment	
	Suggestion	
<b>Feedback:</b>  <b>If an EAR, Complaint or Appeal,</b> clearly state the grounds for your complaint or appeal and attach any relevant supporting documentation, including what has already been done in an attempt to resolve it.		
Name and contact details of person providing the feedback (CAPITALS)		
Signature		
Date		

**Please return to: 26 Royal Scot Road, Pride Park, Derby. DE24 8AJ  
 FAO Director (Complaint, Compliment or Suggestion) or Centre Coordinator (Appeal)**



**Internal Use:**

**Complaint:** Add to Register of Complaints and Appeals (QT3P1hWR2) and record the Reference Number assigned. The completed form should be kept in the SharePoint/ Director Information/ Complaints folder with the register.

**Appeal:** The Centre Coordinator liaises with a director so that the appeal is recorded as a complaint. (See above)

**Complaint or Appeal Reference Number Assigned:** \_\_\_\_\_

**Compliment or Suggestion:** Completed forms should be stored in the Main Office.

**Retention:** Retention will be at the discretion of the directors.

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