



Policy

We very much value the opinions of our employees, employer contacts and learners, as such information is fed back into our strategic and operational activities.

We treat all complaints and feedback with an appropriate level of seriousness as befits the content of the communication made.

By its nature, a formal complaint is likely to be more serious than feedback, but both are important to us and will be treated in a fair, objective and appropriate manner by those assigned to handle each case.

Irrespective of which type of submission is made, it will be processed quickly, equitably and professionally.

Procedure

Stage 1 – Receipt and review.

All submissions made on the `Complaints & Feedback Form` (Appendix 1), received by us, will in the first instance be considered by the manager responsible for the service about which the feedback is given, or complaint made.

The first line of dealing with complaint/feedback is to consider if it is simply frivolous, vexatious or mischief making. In the event of a form being deemed initially as that, the manager concerned will speak with a Director to verify the `nature` of the submission, and have it approved to either continue with the submission or file appropriately with no action.

If the submission is deemed as genuine complaint/feedback, the manager will progress it to stage 2.

Stage 2a – Responding to feedback.

The manager will contact the sender within 5 working days, thanking them for their submission.

The manager will then assign an appropriate employee, or continue him/herself, to act accordingly on the feedback.

Where actions are taken, or changes made because of the feedback the assigned person will advise the sender of the outcome shortly thereafter.



Stage 2a - Handling a complaint.

The sender will be advised of receipt of the submission within 3 working days, and asked at that time to submit anything the manager deems necessary to consider the matter further.

The manager will proceed to investigate the matter(s) complained of gathering appropriate evidence through discussion with anyone named, examination of documents or other evidence, and may wish to speak with the sender for clarity. The Complaints & Feedback Form represents a key document in these considerations.

If it is found after due diligence that the complaint is unfounded, the sender is to be notified in writing of this outcome immediately, and of their option to pursue this matter further, to a more senior employee, if they so wish.

If the complaint is found to have substance, and action is required, if the manager has appropriate responsibility, the manager is to proceed as appropriate with addressing the matter, possibly using other business Policies & Procedures, or outside bodies Policies & Procedures as appropriate. If the manager is not of an appropriate level of responsibility, the matter is to be referred to an appropriate manager immediately.

It may be the case that after investigating the complaint, disciplining an employee, may appear to be an appropriate course of action. If this is the case the assigned manager will transfer all information and documents relating to the complaint to a more senior manager to consider further and invoke the `Disciplinary Policy & Procedure` if/as appropriate. If this line is taken, this Procedure is suspended, and the Disciplinary Policy & Procedure followed to completion.

The manager will advise the sender, in writing, of any outcomes arising from their complaint within 5 working days of having concluded the matter. If discipline is the outcome, the sender will only be advised in writing that appropriate disciplinary action has been taken, but no other detail.

Stage 3 - Appeal process.

If someone who has made a complaint is unhappy or remains aggrieved with the outcome of Stage 2, they may ask for the case to be re-considered by a Director.

Such an `appeal` must be made in writing within 5 working days of receipt.

An appropriate Director will re-consider the case, including how it has been handled, and notify the appellant in writing of his/her findings within 3 working days of concluding the re-consideration. At this stage, our internal processes for dealing with complaints is at an end.



The complainant may however have re-course to an external body if they remain unsatisfied, and where a Director is advising the complainant that the initial finding stands, that external body (if identifiable) will be made known to the complainant at that time.

Candidates of the relevant awarding bodies qualifications also have the right to complain to Ofqual and other relevant awarding bodies.

Awarding bodies will only consider your complaint if you have already gone through all stages of the complaints procedure and remain dissatisfied with the outcome, or the way in which we handled your complaint.

The awarding bodies will deal with complaints about:

- Assessment – in the broadest sense, including the conduct of, preparation for, and environment for, assessment.
- Dissatisfaction with the way in which the centre handled the complaint.

The awarding bodies will not deal with complaints about:

- Assessment decisions (use Appeals or Post-results Services).
- The wider experience of being a candidate (eg support services, funding, facilities).

All candidates on regulated qualifications (including all standards) within your complaints procedures also have the right to complain to the awarding bodies (or Ofqual, if relevant) once they have exhausted the centre's complaints procedure and the awarding body's complaints procedure. This does not apply to candidates on non-regulated qualifications.

Where to send your Feedback or Complaint.

If you wish to make a submission regard feedback or complaint, please use the appropriate form, contained in Appendix 1. Once completed, please send to:

C2C Group Ltd
42 High Street
Royston
SG8 9AG

Authorised By:

Joanna Strahan
Managing Director

Dated: 01 August 2024

Next Review: 31 July 2025



Complaint / Feedback Form

All information provided in this document will be treated in the strictest confidence, handled only by those who need to be involved, and be used only for the purposes of addressing matters raised.

Your full name: _____
Your full address: _____

Preferred telephone number: _____
Email address: _____

Section 1 – Feedback

If you wish to provide us with less than positive **feedback** but not necessarily make a formal complaint, please complete this section.

Please provide us with your feedback; state names, dates, events, peoples behaviours, actions or in-actions, of give 'evidence' as appropriate. We're also interested on the impact on you and/or others that resulted.

How do you think we could improve on what you have fed back to us?

Section 2 – Complaint



Please complete this section if you feel sufficiently aggrieved, upset, disadvantaged, etc. to submit a **formal complaint**.

We take complaint seriously and view them as an important way of improving what we do, and addressing situations that may have arisen.

Please detail your complaint below.

Provide us with names, dates, events, people's behaviours, actions or in-actions, and/or give any 'evidence' as appropriate. We're also interested on the impact on you and/or others that resulted.

Have any steps been taken already to resolve your complaint / concerns?

If so, please detail below (provide dates, names, outcomes, etc. wherever possible), if not leave blank

What outcomes and/or changes you are hoping the complaint raised will result in?

Thank you for taking the time to complete this form. We take your submission seriously and will assign a manager to this case.

Please submit this form as indicated at the end of the Complaints Policy Document.