

Complaints Policy

This policy summarises the procedure to be followed to process complaints received from clients/apprentices/stakeholders regarding the quality of service delivered by Skills Office Network and its training provision, Momentous Learning.

A complaint is an expression of dissatisfaction from you about us, our products or services, or the complaints-handling process itself where it is clear that you expect us to identify the cause of the problem and to take some kind of remedial action.

We aim 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, when appropriate, confidentially
- We respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- We learn from complaints and feedback and we use them to improve our service.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

We aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated.

Our Complaints Process:

1. Complaints may originate from learners, employers, assessors or other stakeholders directly or indirectly. Complaints may be received either verbally or in writing.
2. Complaints must be reported/directed to Skills Office Network by emailing info@skillsofficenetwork.co.uk or contacting Head Office on 0191 466 1615. Upon receipt we will record the details of the complaint on the appropriate sections of a Complaints Record Form for appropriate action.
3. We'll acknowledge your complaint within two working days and let you know who will be dealing with it. We will appoint an appropriate person to investigate the matter on your behalf.
4. Every effort will be made to resolve the complaint and to provide a full response to the complainant within eight working days. Where it may take longer to resolve complaints within eight working days, we'll keep you fully informed.
5. Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.
6. Once the complaint has been resolved the complaint form will be completed accordingly and a final letter / email sent to the complainant with the outcome.

7. The Director, James Neilands, will be responsible for maintaining all records relating to a complaint, using an appropriate Complaints Record Form as the basis for monitoring the progress made in resolving the complaint. Records will include all written complaints received, and copies of all statements from relevant parties.
8. Completed Complaints Record Forms will be reviewed on a regular basis for apparent adverse trends in service quality as part of the Management Review of the Quality System and to monitor equality, diversity and inclusion.
9. Complaints will be reviewed on a yearly basis by the Director and an analysis of complaints will be compiled. Our complaints policy will be reviewed annually.
10. The Director will liaise with the staff to discuss continuous improvements and identify trends. Any actions to be put into place to ensure business practices are having a positive impact on complaints.

Appeal or Escalation

If you are not satisfied with the response you receive to your complaint, you can take the matter further by contacting the Director of Skills Office Network by emailing james.neilands@skillsofficenetwork.co.uk

The Director will take a full review of the original complaint, the evidence collated during the investigation and the initial response.

Following our appeal stage, if your complaint is linked to apprenticeship training you wish to escalate your complaint you may contact the Education and Skills Funding Agency (ESFA). Employers may make a complaint either on their own behalf or on behalf of their apprentice where permission has been given. Apprentices and their employers can contact the apprenticeship helpline regarding apprenticeship concerns, complaints and enquiries by calling 08000 150 600 or by emailing helpdesk@manage-apprenticeships.service.gov.uk in the first instance.

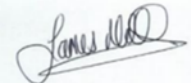
There is also additional guidance on complaints published by the DfE on the GOV.UK website: <https://www.gov.uk/complain-further-education-apprenticeship>

You can also raise a complaint via the DfE Customer Help Portal: <https://customerhelpportal.education.gov.uk/>

The complaints record form can be found below.

Complaints Record Form

Received by:	
Company Name:	
Company Address:	
Position:	
Date:	
Ref No:	
Complainant Name:	
Contact numbers:	
Details of Complaint:	
Date Acknowledgement sent:	
Referred to:	
Date reply received:	
Actions taken:	
Date response sent:	
Sent by:	
Signature:	
Outcome / Further Action required:	
Date Final Letter sent:	
Sent by:	
Signature:	

Approved by (Director Name)	James Neilands
Director Signature	
Date	April 2025