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Purpose

The purpose of this document is to make clear the policy of JFC Training College regarding formal complaints made to the College. It is the policy of the College that all complaints are handled fairly, consistently, swiftly and, wherever possible, resolved to the complainant's satisfaction.

Scopes

This policy applies to formal complaints made by learners of JFC College, the general public and external agencies when attempts to resolve issues or concerns informally have been unsuccessful.

Complaints made to JFC College are within the scope of this policy and its related procedure except where the complaint is in respect of a networked programme, or a JFC service centrally provided and maintained. Where this is the case, the complainant will be referred to the JFC Student Complaints Policy and Procedure.

This policy is not intended for complaints about academic decisions. These issues are dealt with through the academic learner appeals procedure.

This policy does not apply to complaints made by members of staff which relate to his or her employment. These are dealt with in accordance with the appropriate HR procedure.

Definitions

Complaint: A complaint is defined as an expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation.

Key Principles

1. Every opportunity is taken to resolve complaints at the first point of contact if possible. This informal or frontline resolution may take the form of a quick apology or explanation for a service failure and can be the most effective way to reduce a complainant's dissatisfaction.
2. If a problem remains unresolved or is considered too serious to be dealt with informally, a written complaint should be addressed to the Administrator. A Complaint Form is also available in the college.

3. In requesting that complaints be made in writing, the College does not intend to present a barrier to the complainant and where a complaint in writing cannot be provided, alternative methods will be accepted.
4. If a complaint is made on behalf of an individual by a third party such as a friend, parent or guardian, the written consent of the individual in question is required before any further correspondence with the third party is entered.
5. Complaints are acknowledged within 3 working days. In this acknowledgement, the complainant is informed of the name of the member of staff who will investigate the complaint.
6. Investigations into complaints are conducted in a confidential, objective and thorough manner and may involve further contact with the complainant for clarification or further detail.
7. Investigations are completed as swiftly as possible with a full response sent to the complainant within 30 working days.
8. In the event of an unavoidable delay in response the complainant is kept informed of progress on a regular basis until the process has been completed.

How a complaint should be raised

Learners/apprentices can make a complaint in whichever way is easiest for them, for example by telephone, e-mail, or letter. You can email direct to complaints@ifctrainingcollege.co.uk.

Learners/apprentices who would prefer to make a verbal complaint can telephone JFC Training on **0207 732 9255**. Lines are open 09:00 -17.00 Monday to Friday (excluding Bank Holidays and between Christmas and New Year).

Learners/apprentices who would prefer to submit a complaint in writing should refer to the details shown sent to: JFC Training College, 12-14 Wellington Street, Woolwich, London, SE18 6PE.

What happens next?

1. We will acknowledge receipt via phone or email within 3 working days
2. We will complete a thorough investigation into your complaint and will endeavour to provide a full response and resolution within 6 weeks.

3. If you are not fully satisfied with our response/proposed resolution, please appeal the decision in writing and we will endeavour to resolve it to your satisfaction.
4. In the event you are still not fully satisfied you can escalate your complaint to the relevant Governing Body. Please refer to the details shown below:
 - If you are an active learner and wish to make an appeal against an assessment decision, please refer to the Learner Appeal policy provided at the start of your course.
 - If you are an Apprentice or studying a work-based learning programme based in England who receives funding from the Education and Skills Funding Agency (ESFA) please follow the complaints procedure as set by the governing body. View procedure.
 - If you are an Apprentice or work-based learner based in Scotland who receives funding from Skills Development Scotland (SDS) please follow the complaints procedure as set by the governing body. View procedure.
 - If you are a Self-Funded Learner and you wish to complain about a Learner Loan, please refer to our FCA regulated complaints.

Procedure for Employers of Apprentices

The process for raising a complaint by an employer of an apprenticeship learner studying with JFC Training College is detailed below.

Stage 1: Informal complaints

- a. Where possible, complaints should be raised immediately with relevant departments at the source of the complaint, or via the Apprenticeship Management Team (apprenticeship@jfctrainingcollege.co.uk). The aim is to resolve the problem directly and informally at the earliest opportunity. It is anticipated that most complaints will be resolved in this manner.
- b. Although Stage 1 is informal, the member of staff involved should provide a written outcome to the employer complainant, copying in the Apprenticeship Management Team at apprenticeship@jfctrainingcollege.co.uk who will record the details of all informal employer complaints.
- c. Acknowledgement of the complaint will be provided within 48 hours, and a full response given within 4 weeks.
- d. If the employer is unable to raise the complaint at the source, or is dissatisfied with the outcome, they should make a formal complaint (see [Stage 2](#) below).

Stage 2: Formal complaints

- a. To make a formal complaint an employer should put the matter in writing to JFC Training College by email to the Centre Manager directly at banji@jfctrainingcollege.co.uk, and – where JFC Training College is working in partnership with another provider – should also copy in the Lead Provider. If the complaint is in relation to fees and funding, it should be addressed to the Lead Provider directly.
- b. The email should be titled as a complaint and set out the details of the complaint in full and what would be an appropriate resolution.
- c. The Apprenticeship Management Team will log the complaint on the Customer Relationship Management (CRM) system.
- d. JFC Training College will acknowledge receipt of the complaint within two working days, and the complaint will be forwarded to an ‘Investigating Officer’ who has not been previously involved with the complaint. The Investigating Officer will be a member of the Senior Leadership Team.
- e. The Investigating Officer will review all information submitted and meet with relevant members of staff to review the complaint. The Investigating Officer will also speak with the employer complainant to clarify facts where required. As part of the process, mediation may be offered to resolve the complaint. If mediation is offered, revised timescales for the resolution of the complaint will be agreed in writing between JFC Training College and the complainant.
- f. A written response relating to the findings of the inquiry will be issued by the Investigating Officer within a maximum of four weeks from the date of receipt of the original complaint.
- g. If the employer complainant is not satisfied with the action taken, he/she may proceed to [Stage 3](#) of the procedure.

Stage 3: Review

- a. Where employers are not satisfied with the response provided by JFC Training College at [Stage 2](#), they should refer their complaint to the Lead Provider, who will investigate the complaint in line with their complaint's procedures. Details of the contact at the Lead Provider for complaints is contained within the ‘Written Agreement for delivery on apprenticeship standard’.
- b. In the event the Lead Provider is JFC Training College, the complaint can be escalated for investigation by an independent reviewer. The reviewer will not re-investigate the complaint unless new evidence is presented. The independent reviewer will ensure that appropriate procedures are followed, the decision was reasonable, as well as considering any new evidence submitted.

Stage 4: Complaints Adjudicator

- a. If after exhausting this process the employer complainant is still not satisfied, they can escalate their complaint to the Complaints Adjudicator at the Education and Skills Funding Agency (ESFA).

Email: nationalhelpdesk@apprenticeships.gov.uk

Phone: **0800 015 0400** or **0247 682 6482**

- b. Please note that the ESFA **will not** usually investigate complaints more than 12 months after the original decision or action has been taken.

Appeals

Complainants dissatisfied with the handling and/or outcome of a formal complaint may appeal in writing to the Director of Studies. The appeal should be made within 15 working days from receipt of the response.

The appeal is acknowledged within 5 working days. In this acknowledgement, the appellant is informed of the name of the senior member of staff who will review the details of the complaint, the nature of the investigation and the outcome.

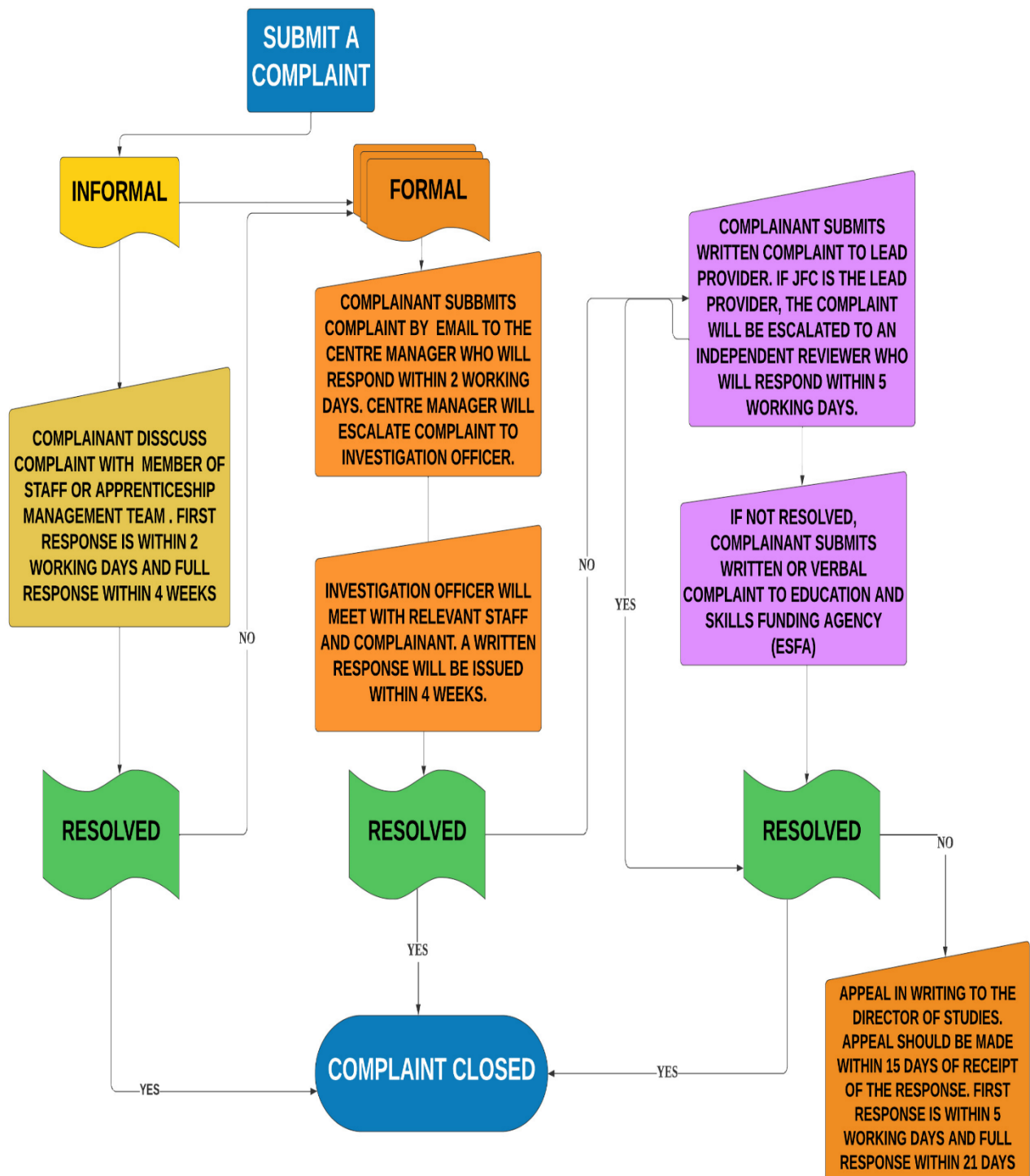
A written response stating whether the appeal has been upheld is sent within 21 working days. This response will contain the statement that the college complaints procedure is complete together with details of any external agencies or bodies to whom the complainant may make further complaint. These details are appended to this policy.

As a learner, if you are dissatisfied with the findings/outcomes, you have the right to direct your complaint to the relevant Awarding Organisation in writing. Furthermore, if you are still not satisfied with the final decision made by the relevant Awarding Organisation, you can escalate your complaint to the Qualification Regulator. They will make the final decision on your complaint.

Review of Complaints

Complaints are reviewed annually by the College Management Team. The purpose of the review is to identify areas for improvement in our service. Records of complaints, outcomes and investigations are retained in line with the College's records management policy.

Complaints Process for Employer of Apprentices



Unacceptable behaviour by complainants

In a small number of cases, a complainant's behaviour may be deemed to be unacceptable and complainants who are angry or demanding may result in unreasonable demands on time and resources or unacceptable behaviour towards staff.

Examples of behaviour that may be considered unacceptable include persistent refusal to accept a decision made in relation to a complaint; persistent refusal to accept explanations relating to what can or cannot be done about the complaint and continuing to pursue a complaint without presenting any new information.

If a complainant's behaviour adversely affects staff's ability to do their work and provide a service to others, contact with the complainant may be restricted. Where possible, this will be done in a way that allows a complaint to progress.

The threat or use of physical violence, verbal abuse or harassment towards staff may result in the ending of all direct contact with the complainant. Where appropriate, incidents will be reported to the police.

Responsibilities

1. The senior member of staff with overall responsibility for this policy is the Director Studies.
2. All staff members are responsible for the implementation of this policy and its related procedure.
3. All staff are responsible for ensuring that they are aware of and follow all relevant policies and procedures.
4. Quality approval check of the final policy is the responsibility of the Director Studies.

Other Independent External Body

If a learner believes that they are still not satisfied with the outcome of college's complaint procedure relating to a complaint against academic or administrative department, they can further contact the below:

Education and Skill Funding Agency

1 Victoria Street

London SW1H 0ET

Tel: 0207 904 0750

complaintsteam@skillsfundingagency.bis.gov.uk

Monitoring and Review

The policy will be monitored through monthly monitoring reports, and the self-assessment process. It will be reviewed annually and the necessary amendments to the policy will be made.

Review of Policy

This policy was last reviewed in May 2023. The next review date is May 2024, and this will be completed, approved and signed off by the Director of Studies.

Policy Approval

Director's Name: Funmi Oladimeji