



## FEEDBACK & COMPLAINTS POLICY AND PROCEDURE

### OUR AIM

Limm Skills academy is committed to providing a quality service for its learners/staff and working in an open and accountable way that builds the trust and respect of all. One of the ways in which we can continue to improve our service is by listening and responding to the views of our learners, customers and staff members, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore 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, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

### Formal Complaints Procedure

#### Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. If your complaint concerns a senior member of Limm Skills Academy, rather than a member of Limm Skills



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Academy staff, you should write formally to the individual concerned. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of Limm Skills Academy staff to write to, your complaint should be sent to HR Dept.

## Stage 2

If you are not satisfied with the initial response to the complaint then you can write to the Managing Director and ask for your complaint and the response to be reviewed. You can expect the Director/Centre manager to acknowledge your request within 4 working days of receipt and a response within 15 working days.

Limm Skills Academy's 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. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

## Final Stage

If you are not satisfied with the subsequent reply then you have the option of writing to the External Body ie ESFA, ([complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk)) stating the reason why you are dissatisfied with the outcome. You must do this within 10 days.

Or In Writing to customer Service Team  
Education and Skills Funding Agency,  
Cheylesmore House, Quinton Road  
Coventry, CV1 2WT.

The External Bodies information shall be provided to you at your request within 24hrs/The expectation is an appropriate a response normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation

However they will only start their investigation once we have completed our internal processes.



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Confidentiality and Safeguarding Policy shall be used in conjunction with this Policy, the lead Safeguarding officer shall be involved in the Safeguarding related complaints.

The complaints shall be stored securely inline with the Data Protection Policy and following information Security processes within the organisation.

I have read and understood Complaints Policy and Procedure.

Signature: \_\_\_\_\_

Print name: \_\_\_\_\_.

Date: \_\_\_\_\_