

COMPLAINTS POLICY

Policy Author	Victoria England
Approved by	Jamie Crinian
Position	Managing Director
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Next review date	July 2027



1. Skills4 contact details

Web Address	Home Skills4Group
Info	Info@skills4group.co.uk
Telephone	01617940528

Purpose

The Skills4Group is committed to ensuring access to fair assessment for all Learners and to protect the integrity of their qualifications.

This policy defines the complaints process, clarifies the roles and responsibilities of staff and Learners, and outlines the procedures that will be followed when a complaint is received.

Scope

This policy is applicable to all customers receiving service and support from Skills4Group.

Applies to:

All Learners, employers, stakeholders and members of the public.

Reason for policy:

To resolve complaints in a timely and effective manner, to use the information to improve our service, and to ensure complaints can be handled professionally.

Policy

It is acceptable that at times, a person can feel aggrieved by their treatment or service, and it is essential that the Skills4Group have a professional mechanism to deal with the complaint.

We treat a complaint as any expression of dissatisfaction with our service which calls for a response.

Complaints Procedure

A formal complaint can be made to the Skills4Group via

Email: info@skills4group.co.uk

Or in writing to Skills4Group at Oak House, Ground Floor, 28 Sceptre Way, Bamber Bridge, Walton Summit Centre, Preston, PR5 6AW

To ensure the availability of evidence, complaints should be made within six months of an incident taking place.

A complaint will formally be acknowledged by the Skills4Group within one working day of receipt.

Complaints will be reviewed by the Director of Operations (DOO) who will initiate and coordinate the appropriate investigation based on the categorisation and severity. This may include interviews with appropriate parties and if necessary further clarification from the complainant. Should a complaint involve a staff member the DOO will alert the MD.

The Skills4Group will aim to resolve complaints within 10 working days, should a further period be required, the complainant will be informed.

The DOO/nominated deputy will write to the complainant advising them of the conclusions of the investigation.

Categorisation

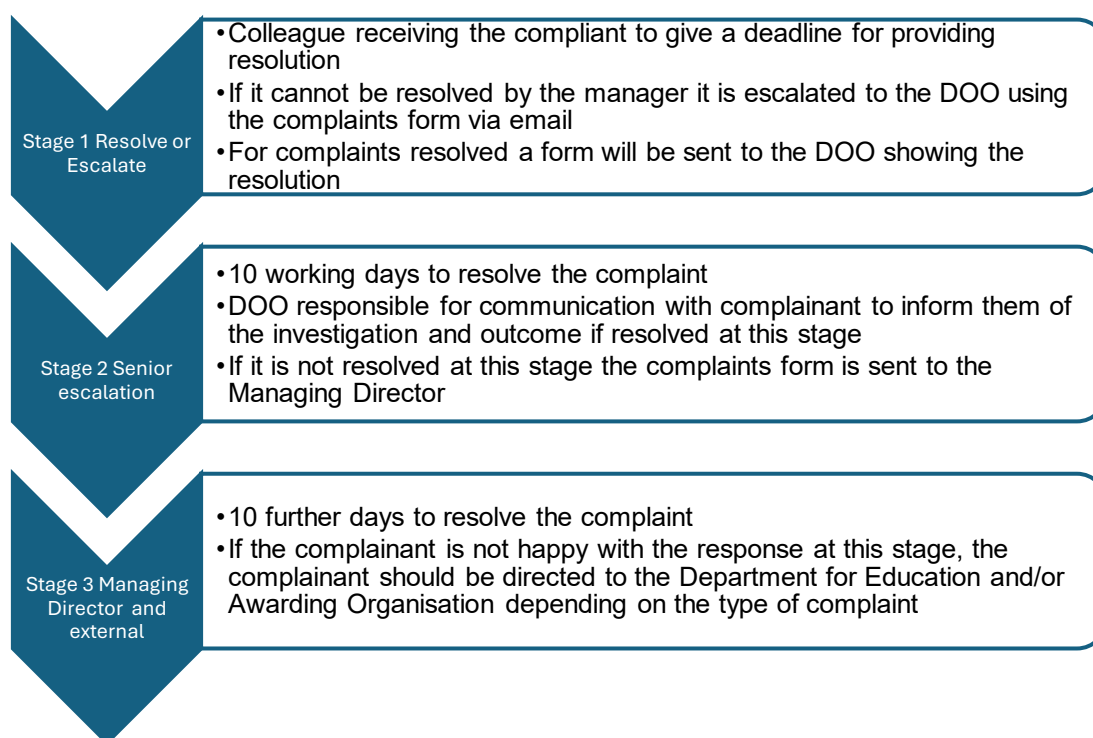
On receipt of a complaint the DOO will review the complaint and decide, dependent on the significance, whether the complaint will be escalated to stage 2 or 3 immediately. Examples of where escalation might take place would be if the concern came from an external agency, related to equality and diversity or was a health and safety matter.

Monitoring

The leadership team will receive monthly reports on complaints, and on a quarterly basis the Board will be presented with a summary. The DOO analyses complaints quality for trends and investigates appropriate action to improve service provided.

Additional Information

Complaints against the Managing Director should be addressed to the Board at Skills4Group at Oak House, Ground Floor, 28 Sceptre Way, Bamber Bridge, Walton Summit Centre, Preston, PR5 6AW



Appeals:

A complainant has the right to appeal any decision made throughout the complaints process if they believe the investigation, escalation process, or resulting actions have not adequately addressed their concerns.

Any appeal must be submitted to the Director of Operations (DOO) within 10 working days of the complaint being formally closed in accordance with the process outlined above.

Please note that awarding organisations will not become involved in disputes of a financial nature between a learner and Skills4Group.

This policy also aligns with:

- Fitness to Practise policies
- Raising Concerns policy
- Whistleblowing policy
- Complaints log
- Appeals Policy

Review and Monitoring

This policy will be reviewed annually or sooner if required by legislative or regulatory changes. Feedback from Learners, staff, and stakeholders will inform updates to ensure the policy remains effective and relevant.