

Compliments and Complaints Policy

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Document revision history

Version	Changed by	Summary of changes	Approval date	Review Date
02	Graeme Trevor	Definition of complaint	5/01/2024	05/01/2025
03	Jean Sullivan	Route of responsibility	30/04/2025	01/02/2026
[00]	[Full Name]	[Description]	[Click to enter date]	

Approval

Date effective	Superseding	Approver	Position
5/01/2024	Compliments and Complaints Policy (QD050)	Graeme Trevor	Head of Quality
30/04/2025	V2	Susan Walker	Head of Quality
[Click to enter date]	[Description]	[Full Name]	

1.0 Introduction

This policy applies to all Gen2 Skills Centres offering qualifications and all learners working towards regulated qualifications (e.g., Diplomas, Vocational Related Qualifications, National Vocational Qualifications), and other non-regulated qualifications where learners or employers wish to lodge a complaint, provide a compliment or give feedback. The policy provides a definition of complaints which may occur for a Skills Centre. The process for making a complaint is described, although a learner or employer must follow the Gen2 process before escalating to an external awarding organisation or funding body.

For the Gen2 organisation:

- making a complaint should be 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 complaints promptly, politely and, when appropriate, confidentially;
- we will respond in the right way, for example by giving you an explanation or an apology where we have made mistakes, and respond in the most appropriate way.

2.0 Definition of a Complaint

We aim to give you an excellent experience when dealing with Gen2, so we welcome your comments, suggestions, compliments and feedback about the service you have experienced when contacting us or when using any of our products or services.

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

It is not possible to provide a definitive list of examples of complaints, however, the following are examples of situations that could constitute a complaint:

- incorrect invoicing;
- certificate spelling errors;
- lack of response to queries;
- unable to unsubscribe to emails;
- incorrect educational or training products or services received;
- delays with receipt of certificates;
- non-compliance with stated Gen2 process e.g., not adhering to published timescales or processes.

3.0 Compliments

In you wish to congratulate or praise any activities carried out, or work of someone within the Gen2 organisation, then your compliment should either be passed onto the person concerned, or via the Centre Manager. The Staff member is to forward the compliment to the compliments email as follows:

compliments@gen2.ac.uk

4.0 Process

4.1 Informal Complaints

You can raise an **informal complaint** via any member of staff at one of our Skills Centres using any medium (e.g., oral/written/telephone). Where a staff member receives an **informal complaint** from a learner or employer, they should refer the details of the **informal complaint** to the complaints email address shown below:

complaints@gen2.ac.uk

An employer or learner can also send details of the **informal complaint** direct to the complaints email or alternatively in writing to:

Head of Quality and Curriculum
Gen2 Head Office
Lillyhall industrial Estate
Blackwood Rd
Lillyhall
Workington CA14 4JJ
Tel: 01900 701300

4.2 Formal Complaints

Formal Complaints must be in writing and addressed to the complaints email shown below:

complaints@gen2.ac.uk

A **Formal Complaint** can also be sent in writing to:

Head of Quality and Curriculum
Gen2 Head Office
Lillyhall industrial Estate
Blackwood Rd
Lillyhall
Workington CA14 4JJ
Tel: 01900 701300

When submitting a **Formal Complaint**, it is imperative to include copies of all correspondence sent and received relating to the complaint. For learners, please ensure you provide your enrolment number (if known), your date of birth and the details of your Skills Centre.

The Gen2 process for handling any Informal Complaints / Dissatisfaction is shown at Annex A and the process for Formal Complaints is shown at Annex B.

5.0 Confidentiality

Except in exceptional circumstances, your complaint will be kept confidential and will not be shared with anyone who do not need to know, however, in some cases the circumstances and content of the complaint may make it impractical to maintain confidentiality. In this situation, we will discuss this with you.

6.0 The Investigation and Timescales

When a complaint has been received, an appropriate person will be appointed to investigate the matter on your behalf. We will acknowledge your complaint within 48 hours of receipt and will let you know who will be dealing with it. We will endeavour to have a resolution for you within 5 working days for an Informal Complaint and within 25 working days for a Formal Complaint. In more complex cases, this may not always be possible. In these circumstances we will ensure that we keep you updated on the progress of your complaint.

7.0 Outcome and Action

Following completion of the investigation, the findings will be explained together with the proposed actions to be taken in order to resolve the situation as soon as possible.

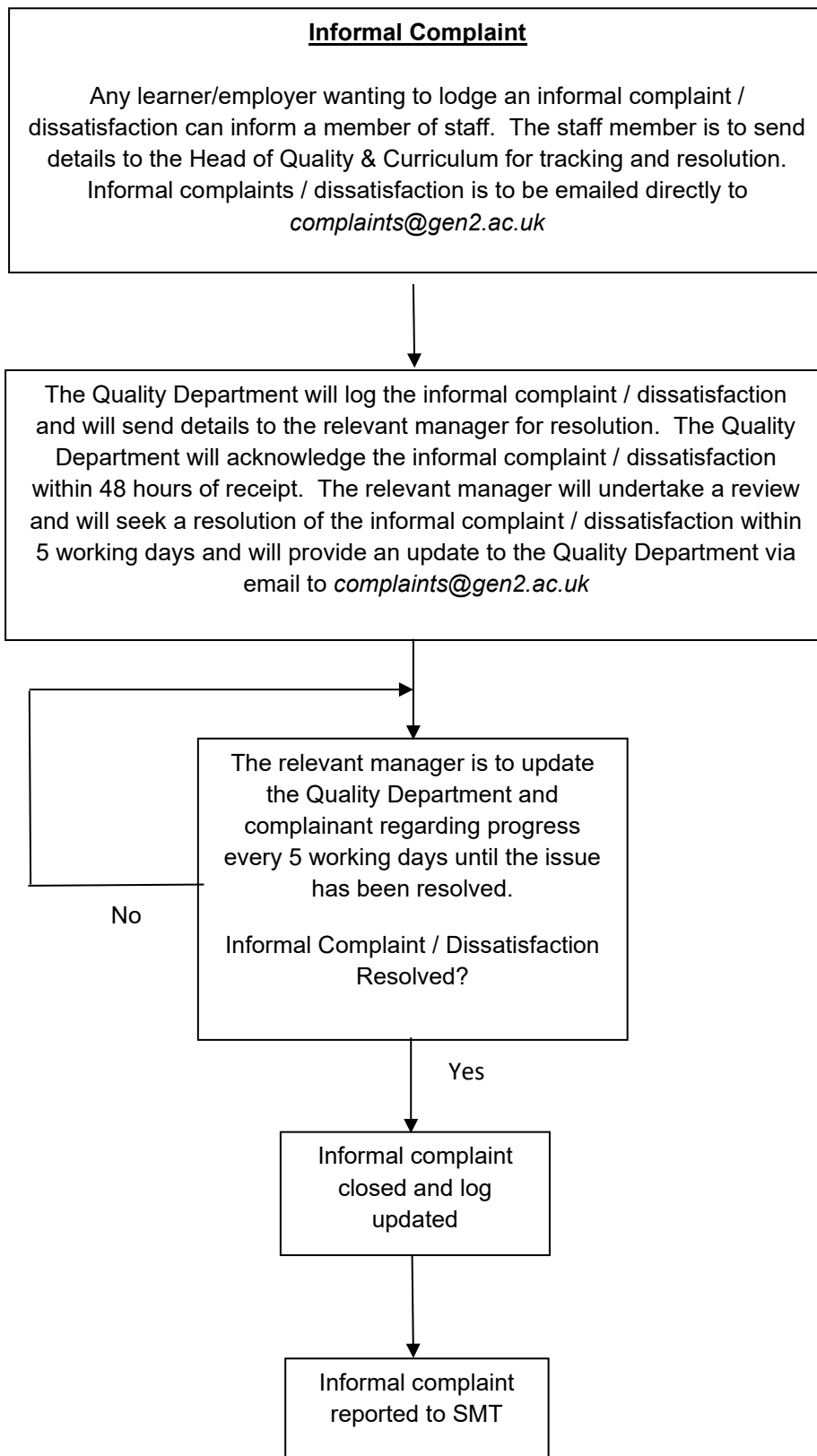
Following the explanation and the proposed remedial actions to be taken, you remain unsatisfied with the outcome and proposals of the Formal Complaint, you can elevate the matter further via the Appeals against the outcome of a Formal Complaint process which is shown at Annex C.

The Director of Education for Gen2 will evaluate all the information concerning the original Formal Complaint and will ensure that the correct process has been carried out.

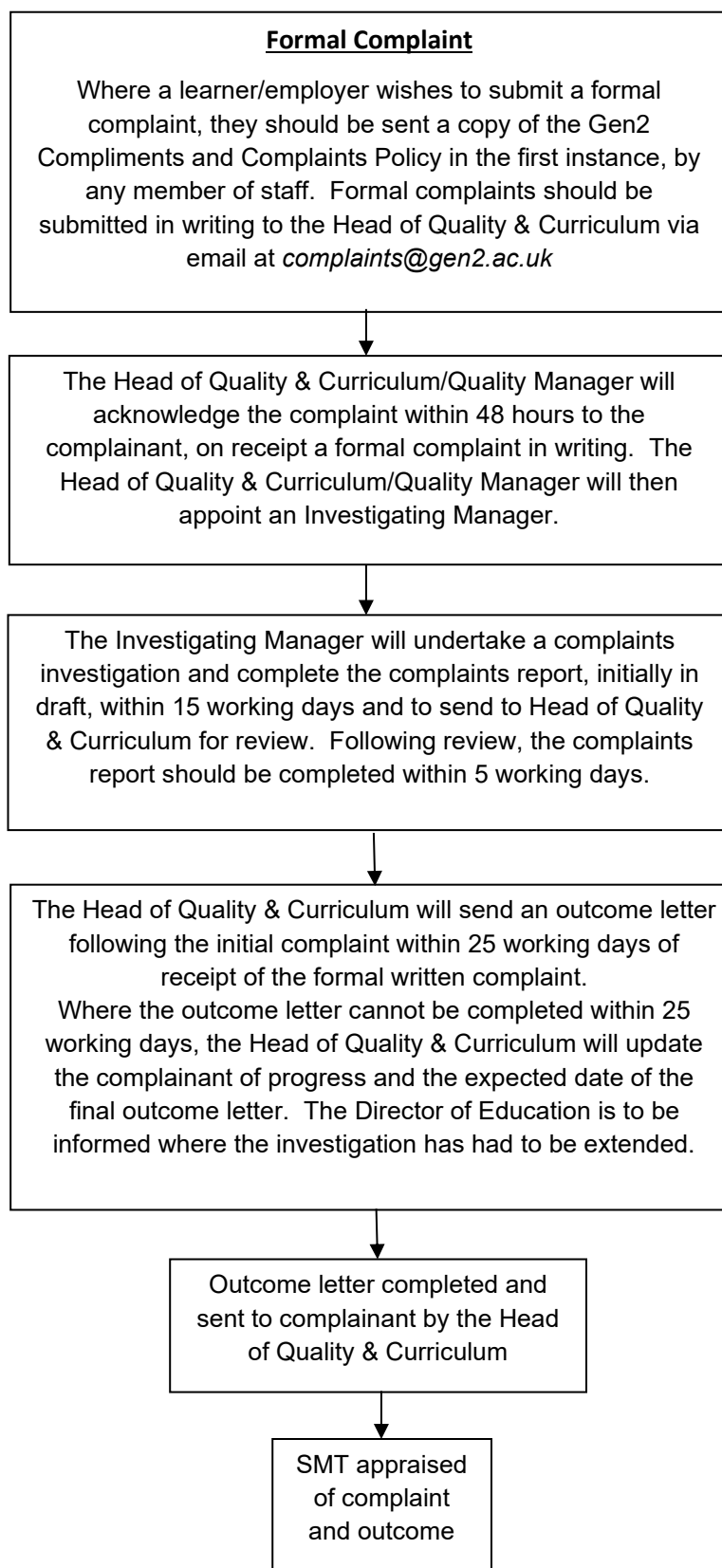
8.0 Monitoring of the Policy

The Compliments and Complaints Policy will be reviewed every 3 years by the Head of Quality and Curriculum. The annual review will consider any changes in Ofsted's Education Inspection Framework and awarding organisation policies and procedures. Monthly compliments and complaints reports will be produced by the Head of Quality and Curriculum, which will be reported directly to the Gen 2 Senior Management Team.

The Gen2 Informal Complaint process is shown below



The Gen2 Formal Complaint process is shown below



The Gen2 Appeals against a Formal Complaint outcome process is shown below.

