



**Floortrain (GB) Ltd**

**Complaints Policy & Procedure**

Author:	Dominic Ormondroyd	Version:	10	Document Title:	Complaints Policy & Procedure	
Authorised by:	Stuart Williams	Issue Date:	January 2022	Review Due Date:	January 2023	Page 1 of 4

# Complaints Policy & Procedure

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## Purpose

At Floortrain, all staff including the Senior Management Team (SMT) want to ensure that all our learners have an excellent experience with us and so, we take all complaints extremely seriously.

When something goes wrong, we want to know about it so that we can put things right and prevent any reoccurrences.

This policy, including the accompanying complaints form, are published on our website and can be accessed via a link on the help section/complaints link at the bottom of each page.

Link: <https://www.floortrain.co.uk/compliments-comments-complaints>

We issue the complaints policy and procedure to learners and employers during the induction process, a copy of which is issued in the learner/employer handbook.

## Complaints

All formal complaints, defined as a statement that something is unsatisfactory or unacceptable, are handled by the company directors who will follow the process outlined below.

### Stage 1 – Informal Complaint

An informal complaint can be made to the apprentices training advisor and/or tutor whereby the complaint can be discussed with the learner, employer and/or parent/guardian in the attempts to agree a way forward and to find a solution that suits all parties.

At this stage, your complaint will be taken seriously. Every effort will be made to address and resolve the complaint in an effective and efficient manner.

### Stage 2 – Formal Complaint

If the complaint cannot be resolved informally, or you are not satisfied with the outcome of your informal complaint, or you find the informal stage inappropriate, you can proceed to make a formal complaint. A formal complaint can be made in one of three ways:

- You can complete the complaints form you were given at your induction (learner/employer).
- You can complete the complaints form on our website:  
<https://www.floortrain.co.uk/compliments-comments-complaints>
- You can send your complaint in writing to either the Doncaster or London training centre using either of the addresses below:
  - Operations Director, Floortrain, Unit 1, Hutton Business Park, Bentley Moor Lane, Carcroft, Doncaster, DN6 7BD
  - Operations Director, Floortrain, Unit F, Sutherland House, Sutherland Road, Walthamstow, London, E17 6BU

When making a complaint, please give us your full name and contact details along with:

- A full description of your complaint including the subject matter and dates and time if applicable.

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- Names of the people you have dealt with so far and copies of any correspondence to do with the complaint.

We ask that you raise your complaint as soon as possible after the incident or event so that we can quickly address it and start the investigation.

## Stage 3 – Acknowledgement

We will acknowledge your complaint within 3 working days of receiving your complaint. This acknowledgment will be conducted by telephone and in writing.

## Stage 4 – Investigation

Your complaint will be investigated by the Operations Director. It may be appropriate for the investigator to meet with the complainant and/or others named in the complaint. The complainant will be offered the opportunity to bring a supporter to this meeting. The supporter must be either a fellow apprentice, a member of staff or a Union representative etc. The supporter may take notes on the apprentice's behalf, make representations on the apprentice's behalf and ask questions. The supporter may not answer questions on the apprentice's behalf.

## Stage 5 – Response

You will receive a response within 14 working days from the date of acknowledgement. If it is deemed that more time is required to complete the investigation the complainant will be notified by telephone and in writing.

Once the investigation has been completed, a report will be prepared and a written response will be submitted to the complainant.

## Stage 6 – Appeal

If the complainant is not satisfied with the outcome of their complaint, then they have the right to make an appeal. This must be within 10 working days of receipt of the complaint outcome response.

When making an appeal, the complainant should notify the Operations Director of their intention to appeal. We will acknowledge the appeal within 3 working days by telephone and in writing.

The complaint will then be reviewed by our Chief Executive Officer and the complainant will be informed of the date and time of the review meeting should they wish to attend.

Based on the findings of the CEO review meeting, the appeal will either be upheld or dismissed, and an appeal outcome response will be issued to the complainant outlining the finding of the appeal and the reasons for their decision. The appeal response is final and concludes the Floortrain (GB) Limited complaints procedure.

If you are not satisfied with the final decision, you can refer your complaint to the Education and Skills Funding Agency.

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You should email complaints to [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk) or write a letter to:

The Complaints Team, Education and Skills Funding Agency

Cheylesmore House

Quinton Road

Coventry

CV1 2WT

For more information please visit <https://www.gov.uk/complain-further-education-apprenticeship>

## Policy Promotion

The senior management team recognise the importance of this policy and we actively promote the adherence of it to both staff and learners alike. The senior management team create and approve all company policies which is then distilled to departmental staff and learners. With staff, this is done through regular standardisation meetings and related CPD training courses. Additionally, the policy is distributed to all staff during their company induction process and when updated, the policy is sent to all members of staff, with instruction to read through it to ensure their understanding. With learners, they are made aware of the policy during their enrolment/induction process and they also have 24/7 access to the policy on our mobile training application.

## Signed for and on behalf of Floortrain (GB) Ltd

### Policy Author:

**Name:** Dominic Ormondroyd

**Position:** Director

**Signature:**



### Policy Authoriser:

**Name:** Stuart Williams

**Position:** Director

**Signature:**



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