

## COMPLAINTS PROCEDURE POLICY

### Policy Statement

The purpose of this policy is to provide a clear statement of intent regarding complaints relating to assessment, training or any other service provided by Pier Training.

At Pier Training, we strive to provide good quality services for everyone, however, at times customers will feel that they have cause to complain about the service they have received. The aim of this policy is to ensure all complaints, whether verbal or written are handled in a regulated and consistent manner to mitigate further complaints in the future.

Regardless of the level of complaint, Pier Training takes all complaints seriously. The complaints handling procedure will be followed in every instance and a log will be made of the complaint nature and details. We will seek to learn from each complaint received and use this feedback to contribute to our self-assessment annual report and help us to improve our ongoing performance.

This policy can be found on our website at: <https://piertraining.co.uk/>

### What is a complaint?

A complaint may be defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’.

### How to make a complaint

Those wishing to make a complaint can do so using one of the following methods:

- By phone on 0121 7400429
- In writing to: Marie Woodward (Operations and Commercial Manager)  
Pier Training,  
43 Calthorpe Road, Edgbaston,  
Birmingham B15 1TS  
By completing a Complaint Form (see form attached to this policy)
- By email at: [info@piertraining.co.uk](mailto:info@piertraining.co.uk)
- By visiting our website and following the Complaints Policy link: [www.piertraining.co.uk](http://www.piertraining.co.uk)

### Who can complain?

Anyone who feels that they have received a poor service from us and have tried to get the problem solved by speaking to someone in the relevant department. This will need a particular response from us.

### Apprentices:

If you have a complaint as an apprentice at Pier Training, please inform your tutor. This can be any complaint you may have regarding the training you have received from Pier Training or any other service you may have received throughout your apprenticeship. Where there is a grievance related to your working conditions and relationships, please contact your HR Department, your designated Safeguarding Lead or your line manager as your organisation may be able to solve the problem

informally. For complaints of a highly sensitive nature, for instance, related to bullying or safeguarding in your workplace, please contact your HR Department or your designated Safeguarding Lead. If you require assistance with this, Pier Training will help in getting you the right support.

### **Confidentiality**

We will treat all complaints as confidential and treat them with the utmost respect and urgency. Details of the complaint will be shared only with the following parties, when deemed necessary:

- The individual making the complaint
- The individuals who are the subject of the complaint, subject to the need to withhold the details of the complainant at the request of the complainant if this does not compromise the investigation of the complaint
- The relevant line manager
- The quality assurance team
- Managing Director
- Ofsted or ESFA as part of their inspections

Only when it is necessary to involve others in the investigation will the information be shared.

### **Procedure**

#### **Stage 1:**

Details of the complaint will be logged in the complaints form (see attached) and responsibility for the investigation will be assigned.

#### **Stage 2:**

We will acknowledge your complaint in writing via email within 3 working days of receiving it and inform you of the person who will be dealing with your complaint. This will be followed up with a phone call to ensure you have received the email.

#### **Stage 3:**

We will investigate the complaint and information and supporting evidence will be gathered within 4-weeks of the initial complaint being received.

#### **Stage 4:**

Within 6 weeks, we will aim for the complaint to be actioned and resolved and the complainant and all parties involved will be notified of the outcome.

#### **Stage 5:**

Should there be a need to increase the timescale of resolution due to more investigation time needed or delays in information being shared by a third party, the complainant will be informed in writing of a new anticipated resolution date.

### **Investigating the complaint**

The Operations and Commercial Manager will be assigned the role of investigating complaints and will gather all necessary documents, recordings and information to make an independent review of the incident. If internal interviews are to be conducted, a note-taker will be present alongside the investigator and interviewee and a copy of the interview notes will be written up and signed by the

interviewer and interviewee prior to them being added to the complaint history. Investigations will utilise all the facts and any previous related information to produce an unbiased outcome and an expected course of action.

Pier Training reserves the right to pass on relevant information to a third party where there is a valid legal reason to do so and any request for information will be investigated prior to any personal information being passed on.

### **Follow-up response**

Following the investigation and the outcome of the complaint, an action plan is agreed. The Operations and Commercial Manager will draft a final response letter to the complainant with both their findings and their decision on any action to be taken. The final response will be sent within 6 weeks of the initial response being raised.

If the complaint is accepted, the person involved will try to solve the problem by doing the following:

- Issuing an apology and explaining what went wrong
- Providing the service that all customers are entitled to receive
- Changing procedures so that the mistake is not repeated
- Asking for recommendations on areas where we can improve our performance concerning the information, advice and guidance that we have provided

### **Challenging the result of an exam or qualification**

To appeal a result, the awarding organisation can be contacted directly. Contact details for the awarding body can be obtained from Pier Training or from their website. A final report will be released once the result has been reviewed. If unsatisfied with the outcome of the appeal, contact can be made to Ofqual to make a complaint.

#### **Complaints – Ofqual**

**E-mail:** [public.enquiries@ofqual.gov.uk](mailto:public.enquiries@ofqual.gov.uk)

**Telephone:** 0300 303 3344

### **Appeals**

In the unlikely event that the complainant remains unsatisfied with the outcome of the investigation, a further escalation of the complaint can be made to our Managing Director. Any further items for consideration must be submitted with a clear statement of why a further appeal is being made. The Managing Director will investigate in full and respond directly within 5 working days.

**Managing Director:** Mohammed Syed

**Office:** 0121 7400429

**Mob:** 07903 843129

**E-mail:** [mohammed.syed@piertraining.co.uk](mailto:mohammed.syed@piertraining.co.uk)

**Address:** 42-46 Hagley Road, Birmingham, West Midlands, B16 8PE

### **External Involvement**

If the outcome of our complaints procedure is still deemed unsatisfactory by the complainant or the complaint refers to services received relating to the course itself and achievement of the qualification,

contact can be made with the Education and Skills Funding Agency (ESFA). The ESFA must be contacted within 12 months after the issue happened.

Complaints can be emailed or posted to the ESFA complaints team.

**ESFA Complaints Team E-mail:** [complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

**ESFA Address:** Education and Skills Funding Agency

Cheylesmore House

Quinton Road

Coventry

CV1 2WT

For any queries about the contents of this policy, contact the Quality Assurance Manager directly on 07469 855167 or email [debbie.whiston@piertraining.co.uk](mailto:debbie.whiston@piertraining.co.uk)

## COMPLAINTS FORM

<b>Name:</b>	
<b>Email:</b>	
<b>Company Name: (If applicable)</b>	
<b>Address:</b>	
<b>Telephone Number:</b>	
<b>Which service is your complaint about?</b>	
<b>Description of complaint:</b>	
<b>What would you see as a positive resolution to this complaint?</b>	
<b>Please detail any recommendations of areas where we can improve our performance, concerning the information, advice and guidance given:</b>	

<b>Print Name:</b>	
<b>Signed:</b>	<b>Date:</b>

### FOR OFFICE USE ONLY

<b>Date complaint received:</b>	
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<b>Complaint to be dealt with by:</b>	
<b>Date complaint resolved:</b>	

**Signed:** \_\_\_\_\_

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

**Position:** \_\_\_\_\_

### POLICY REVIEW

**How will this policy be reviewed?**

The Operations and Commercial Manager is responsible for the implementation and review of the complaints policy and procedures. This review is completed annually or when considered necessary. The date of review is also recorded within the footer of the document and includes the date of the next required review. This enables the Operations and Commercial Manager to easily track when the last review was completed ensuring the policy is relevant and up to date.

Following the annual review, the senior management team (SMT) read the policy, make any suggestions for amendments and then it is finally approved by the Managing Director.

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<b>Signed by Managing Director:</b>	<i>Mohammed Syed</i>
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