

COMPLAINTS POLICY

Policy Statement

Pier Training is committed to delivering high-quality education and training and ensuring that all learners, apprentices, employers, and stakeholders are treated fairly, respectfully, and consistently.

This policy provides a clear and accessible framework for raising, managing, and resolving complaints relating to training delivery, assessment, safeguarding, or any associated service. The organisation promotes a culture where concerns are welcomed and acted upon. Complaints are viewed as an opportunity to improve the quality of provision, safeguard learners, and maintain high standards in line with Ofsted Education Inspection Framework (EIF) and DfE funding rules.

Scope

This policy applies to:

- Apprentices and learners
- Employers and workplace providers
- Staff and stakeholders

It covers complaints related to:

- Training delivery and quality
- Assessment practices
- Behaviour, conduct, or professionalism
- Safeguarding and welfare
- Equality, diversity, and inclusion
- Data Protection
- Customer service and communication

Definition of a Complaint

A complaint is defined as:

"An expression of dissatisfaction, however made, about actions taken or a lack of action."

Learner Voice and Early Resolution

Pier Training encourages concerns to be raised informally at the earliest opportunity to enable prompt resolution.

- Learners are encouraged to speak to tutors
- Employers may raise concerns with business development managers
- Staff are expected to respond professionally and proactively

All informal concerns are monitored to identify trends and inform quality improvement.

Complaints under the Data (Use and Access) Act 2025

Where a complaint relates to personal data:

- Acknowledgement within 7 working days
- Full response within 30 days (unless complex)

Responses will include:

- Whether data has been processed lawfully
- What data was used and why
- Any corrective action taken

How to Make a Complaint

Complaints can be made via:

- Marie Woodward (Operations Manager)
- Telephone: 0121 7400429
- Email: info@piertraining.co.uk
- Website: <https://piertraining.co.uk/policies/>

Complaints can be made anonymously; however, this may limit the ability to investigate fully.

Safeguarding and Welfare

Any complaint relating to safeguarding, welfare, or the safety of learners will be:

- Treated as a priority
- Reported immediately to the Designated Safeguarding Officer (DSO)
- Managed in line with the Safeguarding Policy

Where appropriate, concerns will be referred to external agencies.

Confidentiality

All complaints will be handled sensitively and confidentially.

Information will only be shared on a need-to-know basis, in line with:

- Data protection legislation
- Safeguarding requirements
- Organisational procedures

Complaints Procedure

Stage 1 – Receipt and Logging

- Complaint recorded in the complaints log
- Investigator allocated

Stage 2 – Acknowledgement

- Acknowledged within 7 working days
- Confirmation of investigator and process provided

Stage 3 – Investigation

- Evidence gathered (documents, interviews, records)
- Fair, impartial, and timely investigation
- Completed within 4 weeks, where possible

Stage 4 – Outcome

- Written response issued within 6 weeks
- Outcome clearly explained
- Actions identified, where required

Stage 5 – Extension (if required)

- Delays communicated transparently
- Revised timeframe agreed

Investigation Standards

All investigations will:

- Be conducted impartially – use of note taker
- Be evidence-based
- Maintain clear documentation
- Include safeguarding risk assessment where relevant

Interview records will be documented and signed.

Outcome and Continuous Improvement

Outcomes may include:

- Apology and resolution
- Staff training or performance management
- Changes to procedures
- Additional learner support

All complaints are reviewed as part of:

- Quality assurance processes
- Self-assessment report (SAR)
- Quality improvement plan (QIP)

Appeals Process

If dissatisfied, the complainant may escalate to the Managing Director.

- Appeal must state reasons clearly
- Final response issued within 5 working days

External Escalation

If internal processes are exhausted, complaints may be referred to:

- [Ofsted](#)

- [Department for Education \(DfE\)](#)
- [DfE customer help portal](#)
- **Ofqual** (for qualifications) **email:** public.enquiries@ofqual.gov.uk **Tel:** 0300 303 3344

Equality, Diversity, and Inclusion

All complaints are handled in line with:

- Equality Act 2010
- Fairness and non-discrimination principles

Reasonable adjustments will be made where required.

Record Keeping and Monitoring

- All complaints recorded and stored securely
- Trends analysed regularly
- Reported to Senior Management Team
- Used to inform improvements

Internal Escalation and 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.

Managing Director: Mohammed Syed

Office: 0121 7400429

Mob: 07903 843129

E-mail: mohammed.syed@piertraining.co.uk

Address: 43 Calthorpe Road, Edgbaston, Birmingham B15 1TS

COMPLAINTS FORM

Name:	
Email:	
Company Name: (If applicable)	
Address:	
Telephone Number:	

Which service is your complaint about?	
Description of complaint:	
What would you see as a positive resolution to this complaint?	
Please detail any recommendations of areas where we can improve our performance, concerning the information, advice and guidance given:	

Print Name:	
Signed:	Date:

FOR OFFICE USE ONLY

Date complaint received:	
Complaint to be dealt with by:	
Date complaint resolved:	

Signed: _____ **Date:** _____

Position: _____

POLICY REVIEW

How will this policy be reviewed?

The Operations Manager is responsible for the implementation and review of the complaints procedure policy. This review is completed annually or when considered necessary. The date of review is recorded in the policy review table of the document and includes the date of the next required review.

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