

## Complaints Procedure

PLUS Skills Development Ltd has a staged complaints procedure through which it aims to resolve concerns as quickly as possible. Centre staff should handle all concerns or complaints in an open, professional and courteous manner.

This procedure covers complaints and concerns from students, parents/carers/guardians or employers about any aspect of the Centre provision. It does not cover, grievance and disciplinary offences, or safeguarding concerns, which should be pursued through the relevant Centre policies and procedures. A complaint could invoke deployment of associated Centre policies and procedures, including the Disciplinary Policy and Procedure and the Safeguarding Policy and Procedures.

Procedure for students and parents/carers/guardians:

To enable swift investigation and resolution, complaints should be raised as soon as is practically possible, and within no later than six months of the occurrence.

### Stage 1 – Informal

The first stage in the procedure is informal. In the first instance the complainant should try to resolve the issue(s) promptly by raising their concerns through whichever of the following channels is best for the person concerned:

- Directly with the member of staff concerned;
- Through their Course Tutor;

All Centre staff should take appropriate and immediate action in response to a concern/complaint raised. Every effort should be made to establish all the relevant facts and secure immediate resolution of the problem.

***Important:*** Both staff and the complainant should keep a written record of the complaint/concern, which may well be requested and used as evidence in any subsequent complaints investigation, should there be any further escalation by the complainant.

### Stage 2 – Escalated

If the concern/complaint is not resolved at Stage 1, the complainant can progress the issue(s) to the next stage of the procedure.

The complainant should contact the Director (Quality), identifying the nature of the complaint and the steps taken to try and resolve this issue.

Any concerns/complaints received against an individual will be treated confidentially. The complainant will receive a response within ten working days, detailing how the Director (Quality) plans to investigate the matter and an anticipated date for the outcome of the investigation.

***Important:*** Both staff and the complainant should keep a written record of the complaint/concern, which may well be requested and used as evidence in any subsequent complaints investigation, should there be any further escalation by the complainant.

### **Stage 3 – Formal**

This stage of the process should only be deployed when the complaint is not resolved at either Stage 1 or 2 and needs to be progressed formally. The detail of the concern/complaint must be formally submitted in writing and must include what steps have already been taken to try to secure resolution at Stages 1 and 2 and the required resolution sought.

Complaints should be addressed to:

Paul Townsley  
PLUS Skills Development Ltd  
30 Hebden Road  
Scunthorpe  
North Lincolnshire  
DN15 8DT

Alternatively, you should email [enquiries@skillscentreplus.co.uk](mailto:enquiries@skillscentreplus.co.uk)

A written response will be sent within ten working days detailing how the complaint will be investigated, and when the complainant should expect an outcome.

If the complainant remains dissatisfied following the formal Centre response they have the right to raise it with the Skills Funding Agency (SFA) or North Lincolnshire Local Authority within three months, but must have exhausted all three stages of the Centre complaints procedure prior.

### **Procedure for Employers**

This procedure should be followed for complaints made by employers.

If an employer has any concerns/complaints with the service provided by the Centre, they should raise their concerns (within no later than six months of the occurrence) directly with:

– The Director (Finance)

If the employer is not satisfied with the response received and wishes to pursue matters further, they have the right to directly escalate their issue(s) to Stage 3 of the Complaints Procedure, as detailed above.