



# Choices Academy

## Complaints Policy



Version	Purpose/change	Author	Date	Review date:
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# Choices Academy

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# Choices Academy

## **Introduction and Purpose**

Choices Academy defines a complaint as any expression of dissatisfaction that relates to the organisation and is committed to providing a quality service to all customers.

We strive to constantly improve in order to be the best we possibly can be and one way of doing this is to listen and respond to the views of all of our service users and stakeholders.

We aim to achieve the above by:

- making the process for raising a complaint as easy as possible
- dealing with complaints promptly and politely
- keeping you informed about the progress of your complaint
- analysing and reporting on all the feedback we receive in order to learn from mistakes and adjust the way we do things as applicable.

This procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible, resolved to the satisfaction of the complainant.

### **1. Ways in which you can make a complaint**

There are several ways in which feedback can be given (please note that feedback refers to compliments as well as complaints):

1. verbally, by telling somebody who works at the Academy that you wish to make a complaint
2. by completing a Feedback Form (a copy has been provided at the back of this document and handing it to any member of staff
3. by telephone
4. in writing by email or letter
5. contacting the awarding organisation/regulatory body should your complaint be about a qualification that you would like escalated.

### **In raising a formal complaint, we ask that you:**

1. make your complaint as soon as possible after the dissatisfaction you have experienced and wherever possible within six weeks
2. explain the problem or experience as clearly and as fully as you can, including details of any action taken to date
3. include your name and contact details as anonymous complaints will not be considered unless there are exceptional and evidence-based reasons to do so
4. address any complaints in writing or by email to the Director of Education. The email address is [sarah@choicesacademy.co.uk](mailto:sarah@choicesacademy.co.uk).



# Choices Academy

5. All complaints are handled by the Director of Education, even those addressed to a named individual. This is done to ensure that you get a quick and consistent response.

## 2. Our commitment to you

- We will acknowledge all complaints formerly and within five working days of receiving them.
- We will deal reasonably and sensitively with any complaint received.
- We will take action where appropriate and keep you informed about the progress of any investigation or general fact-finding as well as the final outcome.
- Every attempt will be made to ensure confidentiality. Where it is not felt to be possible, this will be explained to the person making the complaint.

### Upon receiving a complaint, the Director of Education will:

- give acknowledgement of the feedback and respond within five working days (of receipt)
- aim to resolve the complaint within 10 working days. If this cannot be achieved, we will ensure that the complainant is informed and kept up to date with progress
- liaise with the appropriate department to establish any background facts and to seek a resolution that will be satisfactory to you
- keep copies of all correspondence, notes of meeting and any other relevant records
- escalate the complaint to the Company Director if unable to resolve it satisfactorily

## 3. Appeals

If you are not happy with the outcome of your complaint and would like to make an appeal, please do so in writing to:

The Education Director  
Choices Academy  
115 Regus Building,  
Central Boulevard,  
Blythe Valley Business Park,  
Solihull  
B90 8AB

Appeals need to be made within four weeks of the date that the outcome of your complaint was given to you and must give as much detail as possible about the reason that you feel that your complaint has not been resolved to your satisfaction. An outcome that is consistent with the Academy Refund Policy will not usually be reversed at appeal.



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If you are on a funded course at the Academy and are still not happy, you can raise this through the Skills Funding Agency or the Education Funding Agency (for Study Programmes). Details can be found on their websites.



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## APPENDIX A: YOUR FEEDBACK

**Help us to improve our service and get it right first time.**

The Academy aims to get it right first time, every time. If you aren't happy with any part of the service you have received, we want to know. We would also appreciate to hear about the things that you have enjoyed or where you have received excellent service so we can build on this or pass on your compliments.

Please complete this form (or ask someone to do it for you) and provide details of your feedback and return to:

Director of Education, Choices Academy, Regus, Blythe Valley Business Park, Solihull, B90 8AB

Email: [sarah@choicesacademy.co.uk](mailto:sarah@choicesacademy.co.uk)

### Part 1 Your details

Title: MR  MRS  MS  MISS

Forename  Surname

Address:

Post Code:  Daytime Telephone No:

Course (if applicable):

Email Address:

**Please provide any information that will help us to deal with your Compliment or Complaint**



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Continued: