



Skillwise Training Complaints Policy & Procedure

Title	Date	Who
Origin date	November 2016	Sharon Wilkinson
Reviewed	November 2020	Jen Moore
Last Review	November 2022	Lee Croucher
Next Review	November 2023	Lee Croucher

Complaints Policy

Skillwise Training UK Limited recognises that all learners and employers are of equal value and irrespective of gender/trans gender, age, race/ethnicity, disability/learning difficulty, sexual orientation, religion/belief and any other perceived difference. It is our policy that everyone will have the opportunity to make a complaint about any issue which is of concern to them without the risk of disadvantage. It is also our policy that everyone should be made aware of our complaints procedures.

All complaints received are carefully considered. This document explains the procedure for making a complaint and the process followed when you do. All complaints will be reviewed monthly by Skillwise Training UK Limited Head of Quality and Operations, should the complaint prove valid, action plans and targets for necessary improvements will be agreed. If appropriate, immediate action will be taken.

How do Skillwise Training UK Limited deal with complaints?

By letting us know when things go wrong you help us to put them right. Our complaints policy and procedures are set to help you take up any problems and make sure that:

- All complaints received are recorded and investigated
- Every effort is made to resolve your complaint at an early stage
- You are kept informed at every stage

Complaints Procedure

If you have a complaint about any aspect of Skillwise Training Limited, please follow the procedures set out below:

Stage 1

If the complaint is regarding your course/provision as a learner, we recommend that you firstly discuss the problem with your tutor as he/she may be able to resolve the problem or will pass on your complaint to someone who can look into your concerns. If this does not resolve your issue you can make a formal complaint.

If the complaint does not concern the provision and you are not a learner, but wish to discuss any issues or problems you may have faced, please contact Sharon Wilkinson, Head of Quality and Operations, Skillwise Training UK Limited, 4 Beacon Court, Great Barr, Birmingham, B43 6NN/ sharon@skillwise.biz

- We will acknowledge receipt of your complaint in writing within 5 working days from the receipt of your complaint
- We will investigate the matter you have raised
- We will provide you with an initial response within 10 working days

Stage 2

If you wish to make a formal complaint please put this in writing to Lee Croucher, Skillwise Training UK Limited, 4 Beacon Court, Great Barr, Birmingham B43 6NN / lee@skillwise.biz

- We will acknowledge receipt of your complaint in writing within 5 working days from the receipt of your complaint
- We will investigate the matter you have raised
- We will provide you with an initial response within 10 working days

Stage 3

If you do not agree with the outcome of a complaint that we have investigated using our procedures and wish to appeal, you may write to Ian Simms within 10 working days of being notified of the outcome of the complaint. Ian Simms, Skillwise Training UK Limited, 4 Beacon Court, Great Barr, Birmingham B43 6NN / ian@skillwise.biz

- We will acknowledge receipt of your complaint in writing within 5 working days from the receipt of your complaint
- We will investigate the matter you have raised
- We will provide you with an initial response within 10 working days

Stage 4

If you are not satisfied the formal complaint appeal procedure has been adequate for your needs and wish to take it further, you may write to our Governing Body. Please write to Ricky Patel, Safeguarding Governor, Skillwise Training UK Limited Board of Governors, 4 Beacon Court, Great Barr, Birmingham, B43 6NN/ ricky@skillwise.biz

Stage 5

If you are not satisfied with the outcome of the Governing Body appeal or feel the nature of the complaint has not been dealt with effectively due to its seriousness, then you may wish to escalate the complaint to either of the National Agencies we must comply with. These are:

- **Ofsted-**
enquiries@ofsted.gov.uk or 0300 123 4666
- **ESFA (Education and Skills Funding Agency)-**
Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT, or,
[Contact the Department for Education - Contact type - DFE Online Forms](#)