

POL031: Complaints Policy & Procedure

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Policy Statement

Complete Skills Solutions (CSS) is committed to ensuring all learners and stakeholders have a clear, transparent, and fair process through which to raise complaints about any aspect of our service. We recognise that, from time to time, individuals may be dissatisfied with the service they receive, and we are dedicated to resolving such matters promptly, professionally, and in a way that leads to continuous improvement.

We aim to promote a culture of openness and accountability and view complaints as an important form of feedback that contributes to improving our provision. This policy outlines how we handle and respond to complaints, including the responsibilities of all parties involved.

Definitions

A **concern** is an expression of dissatisfaction that can often be resolved informally, without invoking a formal procedure. A **complaint**, on the other hand, is a formal expression of dissatisfaction that requires investigation and a written response. All complaints will be treated seriously and in accordance with this policy.

Scope of Policy

This policy applies to all individuals who engage with CSS, including learners, employers, staff, and external partners. The complaints policy applies to all services provided by CSS and relates to areas such as course delivery, assessment, communication, and administrative processes.

Accessibility

We are committed to ensuring this policy is accessible to everyone. Upon request, we can provide this policy in alternative formats, including large print, audio, or translated versions to meet individual needs.

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Feedback vs Complaints

While CSS welcomes general feedback at any point during the learner journey, we distinguish between informal feedback and formal complaints. Feedback may include comments, suggestions, or minor concerns and can be provided verbally or via feedback forms, email, or phone.

Formal complaints, however, should be submitted in writing and must include specific details as outlined in the next section. Formal complaints require a thorough investigation and a formal response from the relevant department.

How to Submit a Complaint

Anyone wishing to make a formal complaint must submit the details in writing by email or post. This ensures that the issue is properly documented and investigated.

Complaints should include the following:

- A clear description of the issue
- Date, time, and location of the incident or concern
- Name and contact details of the complainant
- Any relevant supporting evidence
- The impact the issue has had, and the outcome being sought

Complaints should be addressed to:

FAO Head of Quality
Complete Skills Solutions
B2 Switch House, North Perimeter Road, Bootle, L30 7PT
Email: info@completeskillssolutions.co.uk
Phone: 0151 433 7171

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Complaints Process Overview

Stage 1: Initial Complaint

In the first instance if the matter cannot be resolved informally, the individual should submit their written complaint within 7 working days of the issue to the head of quality.

The complaint will be acknowledged within 24 hours, and a written response will be provided within 15 working days.

If a matter requires a more detailed investigation, an interim response will be sent describing what is being done to deal with the matter and the revised timescales for when a full reply can be expected.

[Stage 2: Review by Head of Apprenticeships & Curriculum](#)

If the individual is dissatisfied with the outcome of Stage 1, they may escalate the complaint within 10 working days by writing to the Chief Operations Officer.

The complaint should be addressed as detailed below:

FAO Chief Operations Officer
Complete Skills Solutions
B2 Switch House,
North Perimeter Road,
Bootle
L30 7PT

The request must include reasons for dissatisfaction. The complaint will be acknowledged within 24 hours, and a full response will be issued within 15 working days.

If a matter requires a more detailed investigation, an interim response will be sent describing what is being done to deal with the matter and the revised timescales for when a full reply can be expected.

[Stage 3: Final Review by Managing Director](#)

If the complainant remains dissatisfied, they may escalate the matter to the Managing Director within 10 working days of receiving the Stage 2 outcome.

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The complaint should be addressed as detailed below:

FAO Chief Operations Officer
Complete Skills Solutions
B2 Switch House,
North Perimeter Road,
Bootle
L30 7PT

The request must include reasons for dissatisfaction. The Managing Director will normally respond within 10 working days to inform the complainant of the action which will be taken to investigate the complaint, and when the outcome of the investigation can be expected.

Escalation Beyond CSS

If, after exhausting all internal procedures, the complainant remains dissatisfied, they may contact:

Education and Skills Funding Agency (ESFA)
Complaints
Education and Skills Funding Agency
Kylemore House,
Quinton Road,
Coventry,
CV1 2WT

Please note that the ESFA will only consider complaints after the internal complaint's procedure has been completed in full.

Timescales and Exceptions

CSS is committed to handling all complaints within the timescales indicated in this policy. However, some cases may require extended investigation due to complexity or availability of key individuals. In such cases, we will ensure the complainant is kept informed through interim communications and updated timelines.