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POLICY & PROCEDURES

COMMENTS & COMPLAINTS

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We want our learners, employers and partners to get the most from our programmes and to have an enjoyable experience learning or working with us. We use any feedback, positive or negative, to improve our services and processes for the benefit of all.

If a learner, employer or partner feels they haven't received the best treatment from any member of our staff, they have the right to make a complaint and to have this dealt with professionally and speedily. We will take into account our duty to promote Equality and Diversity throughout this process.

1. PURPOSE

Crosby Training is committed to providing a high-quality learning experience and to dealing with complaints fairly, promptly, and respectfully. We see complaints as an opportunity to improve our services and the experience of our learners. Openness and fairness in the appeals process.

2. SCOPE

This policy applies to learners, apprentices, employers, parents/carers where relevant, staff, subcontractors, and any other person affected by our training provision. It covers complaints about teaching and training, assessment, support, communication, facilities, behaviour, safeguarding concerns, and service delivery.



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3. DEFINITIONS

A complaint is when someone is unhappy with something we have done, failed to do, or the standard of service we have provided. We encourage concerns to be raised early so we can put things right quickly.

Where a complaint is made by or about a learner with SEND, we will make reasonable adjustments to ensure the complaint process is accessible.

This may include:

- Additional time to consider and respond
- Supported communication or alternative formats
- Meetings with a trusted adult or advocate
- Consideration of any learning, communication, or behavioural needs affecting the complaint process

4. OUR COMMITMENTS

Crosby Training will:

- Treat all complaints seriously and with respect
- Handle complaints fairly and without bias
- Keep complaints confidential as far as possible
- Respond within the timescales set out below
- Use what we learn from complaints to improve our service



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5. RAISING A CONCERN INFORMALLY

Whenever possible, learners should speak first to their tutor, assessor, or another member of staff. Many issues can be resolved quickly and informally. If the matter is not resolved, the learner can make a formal complaint.

Learners with SEND will be supported at this stage to ensure their concerns can be communicated effectively.

6. MAKING A FORMAL COMPLAINT

A formal complaint should be made in writing by email or letter to the Complaints Officer. The complaint should include:

- The nature of the complaint
- Relevant dates and people involved
- Any steps already taken to resolve the issue
- Any evidence or supporting information

Learners who need support making a complaint can ask a member of staff, parent/carer, or advocate to assist.



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7. OUR COMPLAINTS PROCESS

STAGE 1 - ACKNOWLEDGEMENT

We will acknowledge the complaint within 3 working days of receiving it.

STAGE 2 - INVESTIGATION

A manager not directly involved in the matter will investigate. They may speak to the learner, staff involved, witnesses, and review any relevant records. For learners with SEND, meetings and communications will be adapted to meet their needs.

STAGE 3 - RESPONSE

We aim to provide a written response within 10 working days. If more time is required, we will explain why and provide a revised timescale.

STAGE 4 - REVIEW OR APPEAL

If the learner is unhappy with the outcome, they may request a review within 5 working days. The review will be conducted by a senior manager not previously involved. Reasonable adjustments will be made for learners with SEND to ensure fair participation.

8. POSSIBLE OUTCOMES

Depending on the complaint, outcomes may include:

- An explanation or apology
- A change to an action or decision
- Additional support for the learner
- Staff training or service improvements
- Any other appropriate remedy



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9. EXTERNAL ESCALATION

If the complaint cannot be resolved internally, or involves an awarding organisation, funding body, regulator, or other external body, we will provide guidance on the correct route for escalation.

10. SAFEGUARDING & SERIOUS CONCERNS

Complaints including safeguarding issues, discrimination, bullying, harassment, or serious risk to a learner's wellbeing will be prioritised under the appropriate policy. Immediate action may be taken to protect individuals.

Where applicable, SEND considerations will be applied to ensure these learners can fully engage with the process safely.

11. RECORD KEEPING

We will keep a record of all complaints, including:

- The complaint itself
- Actions taken
- The outcome
- Any learning points or improvements made

This information helps us identify patterns, monitor progress, and improve the learner experience.

This policy will be reviewed at least once a year, or sooner if there are changes to legal, regulatory, or Ofsted requirements.