



Complaints Policy

UK Skills College Ltd Thurrock, Essex

1. Introduction

UK Skills College Ltd is committed to providing a high-quality learning experience for all learners, staff, and stakeholders. The College recognises that, from time to time, individuals may wish to raise concerns or complaints. This policy sets out the process for raising and resolving complaints in a fair, transparent, and timely manner.

2. Purpose

The purpose of this policy is to:

- Ensure that complaints are handled fairly and consistently.
- Resolve issues quickly and informally wherever possible.
- Encourage open communication and continuous improvement.
- Protect the rights of all learners, staff, and stakeholders.

3. Scope

This policy applies to all learners, parents/guardians, staff, employers, and members of the public who have a legitimate interest in the activities of UK Skills College Ltd. It does not cover matters relating to staff grievances or disciplinary processes, which are covered by separate procedures.

4. Definition of a Complaint

A complaint is defined as any expression of dissatisfaction about the standard of service, actions, or lack of action by the College, its staff, or those acting on its behalf.

5. Guiding Principles

All complaints will be:

- Taken seriously and dealt with promptly.

- Handled confidentially and sensitively.
- Investigated thoroughly and impartially.
- Used to improve College services and provision.

6. Stages of the Complaints Procedure

Stage 1: Informal Resolution

Learners and stakeholders are encouraged to raise concerns informally with the relevant member of staff or line manager. Most complaints can be resolved quickly at this stage.

Stage 2: Formal Complaint

If the issue is not resolved informally, a formal written complaint should be submitted to the College via the Complaints Form or by email to [college complaints email]. The complaint will be acknowledged within five working days and investigated by a senior member of staff.

Stage 3: Review

If the complainant is dissatisfied with the outcome of the formal investigation, they may request a review by the Principal or Director. The review decision will be final.

7. Timescales

The College aims to resolve all complaints within 20 working days of receipt. Where this is not possible, the complainant will be informed of the reason for any delay and given a revised timescale.

8. Record Keeping

All complaints and their outcomes will be recorded and monitored by the College's Senior Leadership Team. Records will be stored securely and in line with data protection legislation.

9. Confidentiality

All complaints will be handled in confidence. Information will only be shared with those directly involved in the investigation and resolution process, unless there is a safeguarding or legal obligation to disclose.

10. External Review and Escalation

If a complainant remains dissatisfied after completing all internal stages, they may refer their complaint to the Education and Skills Funding Agency (ESFA) or other relevant awarding body.

Education and Skills Funding Agency (ESFA):

Email: complaints.esfa@education.gov.uk

Website: <https://www.gov.uk/complain-further-education-apprenticeship>

11. Monitoring and Review

This policy will be reviewed annually or sooner if required by changes in legislation or regulatory guidance.

Approved by: Board of Directors, UK Skills College Ltd

Last Reviewed: 01 November 2025

Next Review Due: 31 October 2026