

## COMPLAINT PROCEDURE

### 1. Purpose

We aim to provide our customers with the best possible service. However, from time to time, things do go wrong. Our complaints procedure therefore explains what to do if you are not happy. The procedure covers how you can complain, what we will do, and when and what you can do if you are still not happy with our response.

### 2. Try to resolve the issue informally

Tell your skills coach, trainer or account manager if you have a complaint, as they may be able to solve the issue informally.

You can make a formal complaint if you are not able to resolve your issue informally.

### 3. How to get in touch if you are not happy

If you are an applicant, apprentice or employer and you are not satisfied with the service you have been provided-with or you wish to make a complaint, you can get in touch with us in the following ways:

- By email: email details of your complaint/concern to [customercare@estio.co.uk](mailto:customercare@estio.co.uk)
- By phone: on 01133 500 333 or 0161 660 9611.
- By letter: by writing to Quality & Client Relations Director, Estio Training, Leeds House, Central Park, New Lane, Leeds, LS11 5EB.

You will need to include your full name, a contact telephone number and email address.

### 4. Procedure

1. Raise your issue or concern by emailing details of the complaint to [customercare@estio.co.uk](mailto:customercare@estio.co.uk). A complaint received by phone or letter will also be logged internally on our system.
2. For parents or other third parties making a complaint on behalf of an apprentice who is aged 17 or less, we will need the apprentice's written permission to investigate the complaint.
3. We will acknowledge your complaint within one working day. We will aim to rectify the problem straight away wherever possible. If we need more time, we will let you know what action we plan to take and when we will get back to you with an update.
4. We will aim resolve your complaint and come back to you with a response within 5 working days of receipt of the complaint.
5. If you are not satisfied with what we have done or our response to your complaint, then let us know and we will escalate this to the Chief Operating Officer (COO). We will confirm the date on which the complaint was escalated to the next stage. The COO will review the complaint, complete any further investigation required and provide a response within 5 working days.

6. If our endeavors still do not meet with your expectations you have the opportunity to escalate your complaint further to the Education and Skills Funding Agency (ESFA) via the address provided below:

The Complaints Team,  
Education and Skills Funding Agency,  
Cheylesmore House,  
Quinton Road,  
Coventry  
CV1 2WT.

Full details of the ESFA complaint procedure can be found on the link below:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/641779/Procedure\\_for\\_dealing\\_with\\_complaints\\_about\\_providers\\_2017.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/641779/Procedure_for_dealing_with_complaints_about_providers_2017.pdf)

Please note that the ESFA will only deal with a complaint once the training provider's own complaints procedure has been exhausted.

## **5. Confidentiality**

All complaints are taken seriously and handled in a sensitive way. All complainants will be treated fairly and in accordance with our equal and diversity policy.

We will maintain records of all complaints received and report these to the Quality & Client Relations Director, so that we can use the information to improve our services where required. We will close a complaint once all of the steps in our procedure have been followed and we can reasonably do no more. We will maintain records relating to the complaint for a period of up to 12 months, to ensure that these are available should the complaint be escalated to the Education and Skills Funding Agency (ESFA).

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