

# COMPLAINTS POLICY

## 1 – Policy Overview

### 1.1 – Policy Statement

At Projecting Success, we take our clients' satisfaction seriously and strive to provide exceptional service at all times. However, we understand that sometimes things can go wrong, and we welcome feedback and complaints as an opportunity to improve our services.

The staff member taking the complaint should always be friendly, polite, and helpful; and try their best to resolve the problem if possible.

To ensure that complaints are handled appropriately, we have developed the following policy:

## 2 – Complaints Procedure

### 2.1 – Complaint Procedure Steps

- 1) The staff member taking the complaint begins the process by completing the [Complaint Report Form](#) with the individual lodging the complaint. On the completion of the form, the Director of HR, Learning & Development and the L&D Manager will be notified automatically that a new complaint report has been completed.
- 2) An email confirmation is sent out automatically to the individual making the complaint informing them of the next steps and that the investigation will be underway shortly. As part of this email, they are informed that they will be contacted in no less than **five working days** to provide an update on the investigation.
- 3) All complaints will be treated with the utmost seriousness and confidentiality. Projecting Success will investigate each complaint thoroughly and impartially, and will provide a written response to the complainant, outlining our findings and any remedial actions taken or proposed.
- 4) Projecting Success will commence the complaint investigation. This will involve the following:
  - a. Director of HR, Learning & Development will review all the evidence reported on the complaints form.
  - b. Document the evidence accordingly including all dates of activity.

c. Update the complaints form with findings.

5) The Director of HR, Learning & Development and the L&D Manager will arrange a meeting with the necessary team members to discuss and hopefully resolve the complaint and take the necessary steps internally to resolve the complaint and draw conclusions as to where improvements can be made / action required. If this is completed, they will then write to the complainant with a solution.

6) The Director of HR, Learning & Development updates the Complaints Report Form and distributes to the necessary members of the team along with any correspondence from the complainant.

7) At this stage, if the complaint has not been resolved to the complainant's satisfaction, they can write to a Company Director within 14 working days where the complaint will be reviewed.

8) Projecting Success will maintain records of all complaints received and their outcomes. This information will be used to monitor our performance, identify trends and areas for improvement, and to ensure that we continue to deliver the highest standards of service to our clients.

At Projecting Success, we are committed to continuous improvement and to providing our clients with the best possible service. We value feedback and take all complaints seriously and will work to resolve any issues as quickly and effectively as possible.

### 3 – External Complaints

If the source of an apprentice's issue lies with an associated yet external organisation, they can use the relevant details to begin their complaints procedure below:

#### 3.1 - Education and Skill Funding Agency (ESFA):

Email: [complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

Website: [Complaints procedure - Education and Skills Funding Agency - GOV.UK](#)

Mail: Complaints team, Education and Skills Funding Agency  
Cheylesmore House, Quiton Road  
Coventry  
CV1 2WT

#### 3.2 - Highfields Qualifications:

Phone: 0845 226 0350

Email: [confidentialenquiries@highfield.co.uk](mailto:confidentialenquiries@highfield.co.uk)


**3.3 - The Management for Project Management Ltd.**

Phone: 01639 630001

Email: [enquiries@academy4pm.com](mailto:enquiries@academy4pm.com)

Mail: Churston House  
 3 Alfred Street  
 Neath  
 SA11 1EF

Website: [Academy 4 PM - Academy4PM EPAO Complaints](#)

Version History				
Date	Version	Details of Change	Revision By	QA
16/2/23	4	- Updated Complaint Form Link	Sam Barnfield	
24/03/2023	5	- Added Version Control - Updated Formatting - Updated 2.1 to include new automated steps	Sam Barnfield	