2-3 Charter Point Way,
Ashby-De-La-Zouch,
Leicestershire,
England, LE65 1NF

Phone: 020 3821 5203
VAT: GB 186 8389 42

Complaints & Appeals Procedure

Policy Statement

Projecting Success is committed to providing a high-quality, professional and responsive service to all learners, apprentices, employers, partners and stakeholders. We recognise, however, that there may be occasions where an individual or organisation is dissatisfied with the service they have received.

Purpose

We welcome the opportunity to resolve concerns promptly, fairly and effectively. Complaints may be raised through a range of channels, including email, telephone or written correspondence.

Scope

Where a concern is received, the member of staff handling the matter must respond in a courteous, professional and helpful manner. Wherever appropriate, they should seek to resolve the issue informally at the earliest opportunity.

Where the matter cannot be resolved informally, or where the complainant wishes to make a formal complaint, the issue must be referred to the Quality team by emailing:

quality@projectingsuccess.co.uk

The complaint will then be managed in line with Projecting Success's formal complaints procedure.

Informal Complaints Procedure

Where appropriate, Projecting Success will seek to resolve concerns informally at the earliest opportunity. Informal resolution is intended to provide a timely, proportionate and supportive response to issues raised by learners, apprentices, employers, candidates, partners or other stakeholders.

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1. The individual raising the concern should explain the nature of their concern to a Projecting Success member of staff.
2. The member of staff receiving the concern must notify an appropriate manager as soon as reasonably practicable.
3. The concern must be recorded on the Informal Concerns Register, including:
   - the date the concern was received;
   - the name of the person raising the concern;
   - the nature of the concern;
   - the staff member and manager responsible for follow-up;
   - any actions agreed; and
   - the outcome or escalation decision.
4. The relevant manager will review the concern and determine the most appropriate course of action. This may include further discussion with the individual, clarification with relevant staff, or immediate remedial action where required.
5. Informal concerns will be monitored through the relevant management meeting until they are resolved or escalated to the formal complaints process.
6. Where the concern cannot be resolved informally, or where the individual requests a formal response, the matter will be progressed under the Formal Complaints Procedure.

Formal Complaints Procedure

Where a complaint cannot be resolved informally, or where the complainant wishes to make a formal complaint, the following process will apply.

1. A formal complaint is received from a learner, apprentice, employer, candidate, partner or other relevant stakeholder. Complaints may be submitted using the Customer Complaint Report Form, by email, or through another appropriate written format.
2. The complaint and any accompanying documentation will be saved securely in the designated complaints folder on SharePoint. Access will be restricted to staff involved in the investigation, oversight or resolution of the complaint.

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3. Projecting Success will acknowledge receipt of the complaint in writing within 2 working days. The acknowledgement will confirm:
    - that the complaint has been received;
    - who will be responsible for reviewing the complaint;
    - the next steps in the process; and
    - the expected timeframe for response, where known.
4. A reviewing manager will be appointed to investigate the complaint. Wherever possible, this should be someone who has not been directly involved in the matter being complained about.
5. The reviewing manager will investigate the complaint by:
    - reviewing the complaint form and any supporting evidence;
    - speaking with relevant staff, learners, apprentices, employers or stakeholders where appropriate;
    - reviewing relevant records, systems, communications and documentation;
    - recording key dates, evidence reviewed and actions taken; and
    - updating the complaint record with their findings.
6. Where required, the reviewing manager will arrange a meeting with relevant staff or stakeholders to consider the issues raised and identify an appropriate resolution.
7. Following the investigation, the reviewing manager will determine whether the complaint is upheld, partially upheld or not upheld. They will also identify any corrective actions, lessons learned, service improvements or further escalation required.
8. The complainant will be informed of the outcome in writing. The response will include:
    - a summary of the complaint considered;
    - the outcome of the investigation;
    - any actions Projecting Success will take, where applicable;
    - the rationale for the decision; and
    - details of the right to appeal if the complainant remains dissatisfied.

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9. The complaint record, investigation evidence, outcome letter and any actions taken will be retained securely in line with Projecting Success's document retention and data protection requirements.

Appeals

If the complainant is dissatisfied with the outcome of their formal complaint, they may request an appeal. Appeals must be submitted in writing within 15 working days of the complaint outcome being issued. The appeal should clearly set out the reason for the appeal and include any additional evidence the complainant wishes Projecting Success to consider.

The appeal will be reviewed by a senior member of the Projecting Success team, such as the CEO or Operations Director, who was not directly involved in the original investigation wherever practicable. Projecting Success will provide a written appeal outcome within 20 working days of receiving the appeal request.

If the complainant remains dissatisfied following the appeal outcome, the complaint may be escalated to the Projecting Success Governance Board. The Governance Board will review the matter in line with the same timescales. The Governance Board's decision represents the final stage of Projecting Success's internal complaints process.

Where the complaint relates to apprenticeship provision, apprentices and employers may contact Apprenticeship Service Support for apprenticeship-related concerns, complaints or enquiries. This is in line with the Apprenticeship Funding Rules 2026 to 2027, which require the training plan to include the process for resolving queries or complaints, the provider's internal escalation route, and escalation to Apprenticeship Service Support — page 54 – section 100.14.

Apprenticeship Service Support

Telephone: 08000 150 600

Email: helpdesk@manage-apprenticeships.service.gov.uk

Assessment Appeals and Regulated Qualifications

Where a learner wishes to appeal an assessment decision, this may need to be handled through the relevant assessment organisation, end-point assessment organisation or awarding body, depending on the programme and assessment type.

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Learners should speak to their tutor or a member of the Projecting Success team for guidance on the correct appeals route for their programme.

Where the complaint or appeal relates to a regulated qualification, and the learner has exhausted Projecting Success's complaints process and the relevant awarding organisation's complaints or appeals process, they may be able to escalate the matter to the relevant external regulator, such as Ofqual, where applicable.

Responsibilities

Reviewing Manager – Any member of the SMT

Appeals hearing – Operations Director/CEO or Governance Board if required

Policy Review

This policy will be reviewed at least every 24 months, or earlier where there are changes to regulatory, funding, awarding organisation or business requirements.

Version:	6
Owner:	Gary Callaghan
Change Log Bullet Points:	Updated to new branding Updated Funding Rules reference (complaints)
Reviewer:	Darren Vidler
Approved Date:	08/10/2026
Next Review Date:	24/09/2028
Signature of Reviewer:	