

Complaints Policy and Procedure

Skills Bootcamp Provision | Adult Learners 19+ | Version 2.0

Policy field	Current position
Provider	Quack Recruitment & Training Ltd
Applies to	Adult learners aged 19+, prospective learners, employers, clients, candidates, authorised representatives, funders, subcontractors, delivery partners and other stakeholders
Policy owner	Jessica Roughton - Quality & Compliance Lead, DSL and SEND Lead
Senior accountable lead	Dion Bishop - Director of Contracts & Operations
Designated Safeguarding Lead	Jessica Roughton
Deputy Designated Safeguarding Lead	Aaron Jones
Approved complaint routes	complaints@quackrecruitmentandtraining.co.uk , 0333 577 0036, written complaint to Quack Recruitment & Training Ltd head office
Next review	June 2027 or sooner, following legislative, safeguarding, data protection, funder, awarding body or operational change

Policy intent: Complaints must be handled fairly, promptly, objectively and transparently. This policy sets out the internal and external complaint routes used by Quack Recruitment & Training Ltd, including learner, employer, recruitment, qualification, Skills Bootcamp, DfE and funder escalation routes.

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1. Purpose and Policy Intent

Quack Recruitment & Training Ltd aims to provide high-quality recruitment, training, learner support and employer engagement services. We recognise that concerns or complaints may arise and are committed to responding fairly, promptly, transparently and professionally.

The purpose of this policy is to ensure that learners, prospective learners, employers, clients, candidates, funders, subcontractors and other stakeholders understand how to raise a complaint, how complaints will be investigated, what timescales apply and what external escalation routes may be available after Quack's internal procedure has been exhausted.

This version strengthens the previous procedure by making the complaints route clearer for funded learning and Skills Bootcamps, adding the Department for Education (DfE) Skills Bootcamps complaints route, clarifying awarding organisation and regulator escalation, and aligning the policy to wider quality assurance and learner support arrangements.

2. Scope and Application

Applies to	Examples
Learners and prospective learners	Concerns about information, advice and guidance, enrolment, teaching, support, assessment administration, communication, conduct, progression or programme experience.
Employers and clients	Concerns about recruitment services, employer engagement, interview arrangements, communication, candidate/learner support or contract delivery.
Candidates	Concerns about recruitment support, vacancy matching, communication, fairness or treatment.
Funders, partners and subcontractors	Concerns connected to contract delivery, evidence, reporting, learner experience or service quality.
Authorised representatives	Parents, carers or representatives where the learner has given consent or where another lawful basis applies.

This policy does not replace safeguarding procedures, assessment appeals, whistleblowing arrangements, staff grievance procedures or disciplinary procedures. Where a concern includes safeguarding, Prevent, welfare, data protection or malpractice issues, the relevant policy route must also be followed.

3. Definitions

Term	Meaning for this policy
Complaint	An expression of dissatisfaction about a service, action, omission, decision, standard of delivery, communication or conduct.
Concern	An issue that may be resolved informally before becoming a formal complaint.
Complainant	The person or organisation raising the complaint.
Internal review	A senior review of the complaint outcome where the complainant remains dissatisfied after the formal response.
External escalation	A route to an awarding organisation, regulator, funder, DfE or other body after internal procedures have been exhausted.

4. Policy Statement and Complaints Principles

Quack will ensure complaints are handled objectively, confidentially and without unnecessary delay. Raising a complaint in good faith will not disadvantage a learner, candidate, client, employer, staff member or stakeholder.

- complaints will be taken seriously and handled fairly;
- complainants will not be disadvantaged for raising a concern in good faith;
- complaints will be acknowledged and investigated within clear timescales;
- evidence will be reviewed objectively and confidentially;
- outcomes will be communicated clearly, including any corrective action where appropriate;
- complaints data will be used to improve services, learner support, quality assurance and contract delivery.

5. How to Make a Complaint

Where possible, concerns should be raised promptly so that they can be resolved quickly. Learners may speak to their tutor, learner support contact, progression contact or Quality & Compliance Lead. Employers, candidates and clients may speak to their usual Quack contact or raise a formal complaint using the routes below.

Route	Details
Email	complaints@quackrecruitmentandtraining.co.uk
Telephone	0333 577 0036
Post	Quack Recruitment & Training Ltd, Business & Technology Centre, Bessemer Drive, Stevenage, Hertfordshire, SG1 2DX
Information to include	Full name, contact details, programme/service involved, dates, names of relevant people, clear summary of the complaint, evidence and the outcome being sought.

6. Complaints Procedure

Stage	Action	Timescale	Outcome
Stage 1 - Informal resolution	Concern raised with tutor, support contact, employer contact or relevant manager. Staff attempt to resolve the concern quickly and fairly.	As soon as possible, normally within 5 working days.	Issue resolved informally or escalated to formal complaint.
Stage 2 - Formal complaint	Complaint acknowledged, logged and allocated to an appropriate manager who has sufficient independence from the issue.	Acknowledgement within 5 working days. Written response normally within 21 working days.	Written outcome, reasons for decision and any corrective action.
Stage 3 - Internal review	If dissatisfied, complainant may request a review stating why they remain unhappy and providing any further evidence.	Request normally within 10 working days of Stage 2 response. Review response normally within 14 working days.	Final internal decision issued by senior manager or Director.
External escalation	Where applicable, complainant may escalate externally after Quack's internal process has been exhausted.	As required by awarding organisation, funder or DfE procedure.	External body confirms next steps or outcome.

Timescales may be extended where a complaint is complex, requires input from external parties, involves staff absence, safeguarding, legal issues, awarding organisation input, funder input or substantial evidence review. Where this happens, Quack will explain the reason for delay and provide an updated timescale where possible.

7. External Escalation Routes

External escalation routes depend on the nature of the complaint. Quack will provide guidance on the appropriate route where required. Learners and stakeholders should normally complete Quack's internal complaints procedure before escalating externally unless there is a safeguarding, criminal, regulatory or urgent welfare reason requiring immediate external referral.

7.1 Qualification or assessment-related complaints

Where a complaint relates to services connected with a regulated qualification and the internal procedure has been exhausted, the complainant may contact the relevant awarding organisation. Quack currently works with Highfield Qualifications for relevant qualifications.

- Highfield Qualifications: <https://www.highfieldqualifications.com>
- Telephone: 01302 363277

If the complainant remains dissatisfied after the awarding organisation process, they may be directed to the relevant qualification regulator, such as Ofqual for RQF qualifications in England, Qualifications Wales, CCEA Regulation or SQA Accreditation, depending on the qualification and location.

7.2 Skills Bootcamps and DfE-funded provision

Learners and employers should first use Quack's internal complaints procedure. If they believe the complaint has been handled poorly, or Quack has unduly delayed its response, they may complain to the Department for Education where the complaint relates to a Skills Bootcamp course.

DfE Skills Bootcamps complaints procedure: <https://www.gov.uk/government/organisations/department-for-education/about/complaints-procedure#complain-about-a-skills-bootcamps-course>

7.3 Post-16 education and training funded by DfE

Where the complaint relates to post-16 education or training provision funded by DfE, complainants may also refer to the DfE post-16 complaints procedure after the provider procedure has been exhausted where applicable.

DfE post-16 education and training complaints guidance: <https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-dfe>

7.4 Devolved authority or other funder complaints

Where a programme is funded by a mayoral combined authority, local authority or other public funder, the relevant funder may have its own escalation process. Quack will provide the relevant funder contact route where this applies to the learner's programme.

8. Confidentiality, Data Protection and Safeguarding

Complaints will be handled confidentially and information will be shared only with individuals who need it to investigate, respond, take action, meet contractual requirements, fulfil safeguarding responsibilities or comply with legal and regulatory obligations. Complaint records may include personal data and special category data and must be handled in line with UK GDPR, the Data Protection Act 2018 and Quack's GDPR and Privacy Policy.

Where a complaint raises safeguarding, Prevent, welfare, harassment, discrimination, bullying, malpractice, criminal or data protection concerns, the relevant policy procedure must be followed in addition to the complaints process. Staff must not delay safeguarding escalation while a complaint is being investigated.

9. Records, Learning from Complaints and Quality Assurance

Complaints will be recorded and reviewed as part of quality assurance and continuous improvement activity. Trends, themes, root causes, actions and outcomes may be reviewed through management meetings, quality improvement planning, self-assessment, learner voice analysis, staff CPD, contract review and governance oversight.

Monitoring activity	Purpose	Frequency / trigger
Complaint log review	Check complaint themes, timescales, outcomes and unresolved risks.	Ongoing and management review.
Learner voice comparison	Identify whether complaint themes match learner feedback and exit survey themes.	Cohort and contract review.
Corrective action review	Check that actions have been completed and have addressed root causes.	After complaint closure and QIP review.
Policy review	Update procedure where complaint themes, funder expectations or statutory routes change.	Annual review or sooner if required.

10. Roles and Responsibilities

Role	Key responsibilities	Evidence / assurance
Senior accountable lead	Ensure serious complaints are escalated, resourced, reviewed and used to improve services.	Complaint records, SLT review, QIP actions.
Quality & Compliance Lead	Own policy review, monitor complaint records, support investigation quality and ensure learning is captured.	Complaint log, QA records, QIP.
Managers / investigators	Investigate complaints objectively, communicate outcomes and recommend corrective action.	Investigation notes, response letters, action plans.
Tutors / staff	Respond professionally to concerns, attempt early resolution where appropriate and escalate formal complaints promptly.	PICS notes, emails, complaint referral.
DSL / Deputy DSL	Review and act on safeguarding, Prevent or welfare issues arising from complaints.	Safeguarding logs, referrals, actions.
Complainant	Raise concerns promptly, provide relevant information and engage respectfully with the process.	Complaint correspondence, evidence.

11. Contacts

Contact route	Details
Complaints	complaints@quackrecruitmentandtraining.co.uk
General enquiries	hello@quackrecruitment.co.uk
Compliance	compliance@quackrecruitmentandtraining.co.uk
Telephone	0333 577 0036
Programme support	applications@quackrecruitmentandtraining.co.uk

Appendix A: Complaint Handling Checklist

Stage	Check	Complete / evidence
Receipt	Complaint received through approved route and logged.	
Acknowledgement	Acknowledgement sent within 5 working days.	
Triage	Safeguarding, Prevent, data protection, malpractice, discrimination or urgent welfare issues identified and escalated.	
Investigation	Evidence reviewed, relevant parties contacted and findings recorded.	
Response	Outcome, reasons and corrective action communicated clearly.	
Review	Internal review offered where complainant remains dissatisfied.	
Learning	Actions added to QIP or management review where required.	

Appendix B: Version Control

Version	Date	Author / owner	Summary of change	Next review
1.0	October 2024	Dion Bishop	Original complaints procedure.	October 2025
2.0	June 2026	Dion Bishop	Annual review.	June 2027

Reference framework: This policy should be read alongside the provider's safeguarding, Prevent, data protection, information security, learner support, EDI, assessment, malpractice, learner conduct and quality assurance documentation.

External reference sources considered: Equality Act 2010, UK GDPR/Data Protection Act 2018, statutory Prevent Duty guidance, awarding organisation requirements, funder requirements and Ofsted further education and skills inspection materials where relevant.