

# Complaints Policy

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## Document Approval

Document Owner	Approved By	Version Approved	Date Approved	Public Facing Y/N
Head of Learner Experience and Improvement	Chief Executive Officer	6.0	12/09/2024	Y

## Document Revision History

Version	Date Issued	Date Effective	Purpose of issue and description of amendments
1.0	01/03/2018	01/03/2018	Original
2.0	10/03/2019	10/03/2019	Revision
3.0	06/07/2020	06/07/2020	Revision
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5.0	26/04/2023	26/04/2023	Revision. Role changes.
6.0	12/09/2024	12/09/2024	Revision. Role changes.



Signed off by CEO, James Kelly, 06/09/2024

## Policy Statement

At Corndel, our learners and employers are at the heart of everything we do. We are committed to supporting you at every step of your journey with us. If, however, you feel that we have fallen short of your expectations, we endeavour to do whatever we can to resolve your issues. We promise to be transparent in all dealings with you during this process.

Corndel will act in accordance with this Complaints Policy should you feel that you have cause for complaint about your experience with us.

This Policy explains how you can raise a concern, make, or escalate a complaint with Corndel and how you can expect it to be handled. It sets out our appeals process if you are not happy with the outcome, and it further covers appeals of assessment decisions.

## Scope

This policy applies to all staff, particularly managers and those responsible for handling complaints and assessment appeals.

This policy provides learners, employers and other stakeholders with the processes and procedures we will follow as part of our commitment to providing a high quality, responsive experience.

For complaints with respect to Degree Apprenticeships, these policies must be followed instead:

Corndel College London, [Governance and Policies](#).

## Responsibilities

All staff will make stakeholders aware of this policy should they express a concern or raise a complaint.

All managers within Corndel, including those staff identified in this policy with specific responsibilities, have the responsibility of ensuring that the policy is consistently and appropriately implemented.

## Complaints and concerns

A **concern** may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought.' A **complaint** may be generally defined as 'an expression of dissatisfaction, however made, about actions taken or a lack of action.'

It is in everyone's interest that concerns or complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures. Corndel will take informal concerns seriously and make every effort to resolve matters as quickly as possible.

A log of all complaints will be held by the Excellence Compliance and Learner Experience team, who will identify any lessons learned as a result of each complaint, in order to improve stakeholder experience.

## Raising a concern

In the first instance, you should raise any concerns with your usual point of contact.

- For learners this will normally be your Professional Development Expert (PDE) or tutor.
- For employers, you should contact your account manager.
- Other stakeholders should raise concerns using the contact details provided under Stage 1.

If your concern is deemed by us to be of a potentially serious nature it will be escalated and treated as a complaint.

If you are not satisfied with the response to the concern raised, you may ask for the concern to be addressed by the Line Manager of your usual point of contact. If you are not satisfied at this stage, you may raise a **complaint** in order to get a formal response from us.

## Stage 1: How you can make a complaint

If you are unhappy with the service you have received, or with our informal response to a concern you have raised, please contact us in any of the following ways:

**Email:** [info@corndel.com](mailto:info@corndel.com)

**Telephone:** 020 8102 9040

Complaints will be acknowledged within two working days.

## How your complaint will be handled

Complaints from stakeholders who are not current learners or employers will be dealt with under the same procedures and timeframes set out in this policy. The Director of Excellence, Compliance and Learner Experience will appoint an appropriate member of staff to oversee our response in these instances.

If any complaint is deemed by us to be a serious issue, it will be escalated to **Stage 2**.

### Learners

When a complaint is received, the PDE or tutor who is working with you will usually be given the opportunity to resolve the matter informally with you. If you have already raised a concern and the response did not meet your expectations, we will reconsider our response and provide this to you in writing.

### Employers

When a complaint is received, the Account Director or Account Manager named in your Framework Agreement will be given the opportunity to resolve the matter informally with you. If you have already raised a concern and the response did not meet your expectations, the response will be reconsidered and provided to you in writing.

**All** complaints will be handled fairly and promptly. The appropriate staff member dealing with your complaint will contact you to discuss the complaint informally within two working days of being made aware of any dissatisfaction by you.

We will attempt to resolve complaints as soon as possible and provide a response within five working days of contacting you, unless the complaint requires further investigation, in which case we will keep you informed of its progress.

## Stage 2:

## What to do if you are dissatisfied with the resolution

If you are dissatisfied with the resolution to your complaint (or if your complaint is of a serious nature), the person dealing with your complaint will refer you to Corndel's Director of Excellence, Compliance and Learner Experience (DoECLE) if you are/were a learner, or to the Business Development Director (BDD). For operational reasons this may be another senior manager.

1. You will be contacted by the Director of Excellence, Compliance and Learner Experience, Business Development Director, or another senior manager within two working days, and they will endeavour to resolve your complaint during a call if possible.
2. If you remain dissatisfied, you will be asked to submit a formal written complaint outlining the full details of your experience so that every point can be investigated and responded to thoroughly.
3. Within five working days of receipt of any written complaint, you will receive a written acknowledgement and confirmation that your complaint is being investigated. You will be informed of the name of the Investigating Officer appointed to assume responsibility.
4. Upon receipt of any written complaint, and following acknowledgement, the Investigating Officer will undertake an investigation into the issues raised, taking account of all relevant information available.
5. Once a full investigation is complete, the Investigating Officer will submit their findings to the Director of Excellence, compliance and Learner Experience or Business Development Director. A written response will be sent to you within five working days.
6. There may be exceptional circumstances where we are unable to respond within this timescale. In such circumstances, we will write to you and explain the reason and will provide you with an anticipated timescale as to when you are likely to receive a written response to your complaint.

## Stage 3:

### How your complaint can be escalated further (Appeal)

1. Should you disagree with our response and wish to escalate (appeal) your complaint, you should notify the Investigating Officer of this in writing within 28 days of the date of our written response.
2. The Investigating Officer will ensure the details of your complaint and investigation are escalated to the Chief Operating Officer (COO) in the case of learners or the Chief Commercial Officer (CCO) in the case of employers or other stakeholders.
3. Upon receipt of your appeal, you will be contacted by the COO or CCO, or a member of their team, within two working days, acknowledging receipt, and confirming that your complaint is under review.
4. The COO or CCO will review all documentation and correspondence relevant to your complaint and will respond with a final decision in writing within ten working days of receipt of your appeal.
5. If you are dissatisfied with the conclusions reached after investigation and escalation, you will be provided with details of how to contact the regulator who will be able to independently review your complaint and our decision if appropriate.

**Note: for ESFA funded courses, complaints information is provided here:**

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

# Appealing an internal assessment outcome

Learners who disagree with the results of an internal assessment may wish to appeal.

## The appeals procedure

### Appeal Stage 1:

The learner should raise their concern with their PDE/tutor who will involve the assessor and request reconsideration of the assessment. The PDE/tutor will address this within five working days. If this does not resolve the concern, it will be escalated to Stage 2.

### Appeal Stage 2:

If a learner wishes to make a formal complaint/appeal, this should be lodged, in writing, to the Head of Assessment, within ten working days of them being notified of the assessment decision. The PDE will provide the learner with contact details.

### Appeal Stage 3:

The Head of Assessment will attempt to find a solution within five working days, for example through re-consideration of the learner's work for this unit.

### Appeal Stage 4:

If, at the conclusion of Stage 3, the learner is not satisfied with the outcome, the Head of Assessment will take advice from the awarding body within ten working days, following their published procedures, and will make a final decision.

### Appeal to the awarding body:

If the individual remains unsatisfied with the outcome of any internal complaint, once all internal procedures have been followed, the learner will be advised that they may now appeal to the awarding body and should follow their appeals and complaints procedure, e.g., the Chartered Management Institute's Complaints Procedure.

### **Appealing an external assessment outcome**

Learners who wish to appeal an assessment decision by an external body, e.g., an awarding body or End Point Assessment Organisation, should inform their PDE/tutor who will take advice from the Head of Assessment. The Head of Assessment will support the learner and PDE by providing the appeals/complaints procedure for the relevant body and advising on the appeal process through to resolution.

## **Changes to our Complaints Policy**

Any complaints in process when a change is made will be handled under the procedure that was in place when the initial complaint was made until a resolution is found.

Our Complaints Policy is kept under regular review, and the latest version is published on the Corndel website. This policy was last updated in September 2024.









