



Complaints Policy

East Birmingham Community Forum (EBCF)

Version: **v4.0**

Date Issued: **January 2026**

Review Date: **January 2027**

Document Control

Policy Owner: Human Resources

Approved By: Head of Quality

Contents

1.	Introduction	3
2.	Aims of Policy	3
3.	Definitions	3
4.	Implementation	3
6.	Inclusions	3
8.	Steps of policy.....	4
	Complaints to the awarding body	5
	Personal Data complaints	5
	Public Interest Disclosure.....	6
9.	Compliments and feedback	6
10.	Monitoring and reporting	6
11.	Confidentiality	7
12..	Review Process.....	7
13.	Version Control.....	7

1. Introduction

It is accepted that in any training provider there will be times when a learner, group of learners, employee's, or member of the wider community, feel they have reasons to feel aggrieved at their treatment.

EBCF is committed to ensuring that all complaints are handled fairly, consistently, and in a timely manner, with a focus on resolution and continuous improvement.

2. Aims of Policy

To allow a proper mechanism to allow such persons to bring this complaint to the attention of the management of the company and to ensure that the management deals with it in a fair and equitable manner.

This policy aims to provide a clear, transparent, and structured approach to the management of complaints, ensuring accountability at all stages of the process.

3. Definitions

Complaint – is defined as a statement that something is/has been unsatisfactory or unacceptable.

Compliment – is defined as the polite expression of praise or admiration for someone or something.

Complainant - the party who makes the complaint in a legal action or proceeding

4. Implementation

The overall responsibility for the implementation of this policy lies with the Directors.

Commitment to this policy is firmly supported by EBCF's Management team who will be responsible for monitoring its implementation.

All staff and sub-contractors are expected to adhere to this policy.

A designated senior manager will oversee the complaints process to ensure consistency, fairness, and compliance with organisational procedures.

5. Who it applies to

This policy applies to all staff and sub-contractors.

6. Inclusions

All learners and employers. Also members of the public who come into contact with EBCF. This includes any individual or organisation engaging with EBCF services, whether directly or indirectly.

7. Exclusions

There are no exclusions to this policy

8. Steps of policy

Step 1 - the complaint information will be passed to Individual responsible for managing complaints within 5 working days of receiving the complaint. **Jamie Hall** (Director of Education and Skills)

Where the named individual is unavailable or involved in the complaint, responsibility will be delegated to an appropriate senior manager to ensure impartiality.

Step 2 - the information will be added to the complaints/opportunities to improve log

All complaints will be recorded in sufficient detail to support monitoring, reporting, and continuous improvement.

Step 3 - a letter acknowledging receipt of the complaint will be sent within 5 days of receiving it, enclosing a copy of this policy, a contact name and date of expected reply.

Step 4 – the complaint will then be investigated

Investigations will be conducted in a fair, unbiased, and proportionate manner, with consideration given to all available evidence.

Step 5 - we will write within 10 working days of receiving a complaint, confirming our final position - Whether the complaint is justified or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

In more complex cases, timescales may be extended. Where this occurs, the complainant will be informed and provided with an updated response timeframe.

If the complainant feels that the problem has not been satisfactorily resolved at this stage, they can request that the complaint is reviewed by a different person at EBCF and the following process applies:

Step 6 - a letter acknowledging receipt of the complaint will be sent within 5 working days of receiving it

Step 7 – the complaint will then be investigated

The review will be conducted by a different manager not previously involved in the case to ensure independence.

Step 8 - write within 10 working days of receiving the complaint confirming our final position - Whether the complaint is justified or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint

Step 9 - The decision taken at this stage is final, unless it is appropriate to seek external assistance with resolution.

Where appropriate, the complainant will be informed of their right to escalate the matter to an external body.

Complaints to the awarding body

The complainant also has the right to raise any complaints to the appropriate Awarding Organisation or Accrediting body and or the regulators such as Ofqual, SQA Accreditation, Qualification Wales, or complaint to the Scottish Public Services Ombudsman for Scottish provision if they felt that SQA Accreditation had not dealt with their complaint adequately.

Complaint's procedure and contact details for a regulator or a regulated Awarding Organisation can be obtained from the following regulators website.

For Ofqual approved qualifications (England, Wales and Northern Ireland*) complaints should be made in writing to Ofqual, Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH or emailed to complaints@ofqual.gov.uk.

Personal Data complaints

In the event of a Data breach, the complainant should raise their immediate concern to the organisations data protection officer. The DPO will investigate the complaint within 48 hours and ensure and reportable breaches are done so to the ICO within the required 72 hour timescale.

All data-related complaints will be handled in accordance with GDPR and data protection legislation.

For complaints direct to the Information Commissioner's Office

If you have concerns about an organisation's information rights practices, you are within your right to report it direct to the ICO, and you can do this via the details below:

ICO casework@ico.org.uk

Telephone: 0303 123 1113

Textphone: 01625 545860

Information Commissioner's Office

Wycliffe House Water Lane

Wilmslow

Cheshire

SK9 5AF

Public Interest Disclosure

If workers bring information about a wrongdoing to the attention of their employers or a relevant organisation, they are protected in certain circumstances under the Public Interest Disclosure Act 1998. This is commonly referred to as 'blowing the whistle'. The law that protects whistleblowers is for the public interest - so people can speak out if they find malpractice in an organisation. Blowing the whistle is more formally known as 'making a disclosure in the public interest'.

9. Compliments and feedback

We define a compliment as an expression of praise concerning a high level of service delivery and/or customer care received.

Acknowledgements will be sent within 5 working days of receipt in respect of all feedback and compliments. Compliments should be in writing and emailed to Shirley Etheridge (Head of Quality).

Compliments and feedback which warrant a response will be replied to within 10 working days.

Compliments and feedback may be communicated internally and via social media networks if applicable to external stakeholders and partners and with the customer approval.

All compliments and feedback will be recorded and reviewed to support continuous improvement and recognition of good practice.

10. Monitoring and reporting

EBCF records complaints in the Complaints Log and reviews these regularly to identify any trends which may have an impact upon other learners. Where a complaint is upheld, the impact on other learners is considered and action is taken to ensure learners are not disadvantaged.

Where it has been established that a complaint is valid, we will take appropriate action that will be proportionate to the gravity and scope of the occurrence. This will be documented at management meeting and added to the risk register.

This policy is reviewed regularly and updated annually or as and when required.

11. Confidentiality

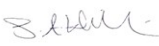
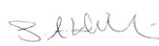
All complaints will be handled sensitively and confidentially. Information will only be shared where necessary to investigate and resolve the complaint, in line with data protection requirements.

12.. Review Process

This policy will be reviewed on a regular basis and as and when incidents or new legislation requires it.

It will be reviewed on an annual basis as a minimum.

13. Version Control

Version	Description of Change	Author	Date	Approved by
1.0	First version	S.Carragher	May 2022	S.Johnson
2.0	Version 2.0	S.Khan	July 2024	
3.0	Version 3.0	S.Khan / J.Hall	January 2025	
4.0	Version 4.0 Policy updated to enhance complaints handling processes, strengthen governance, and improve monitoring and confidentiality.	S.Khan (HR)	January 2026	S.Etheridge (Head of Quality)