



TRAINING FOR  
ELECTRICIANS LTD

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# COMPLAINTS POLICY

# 2026



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## Document control table

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### 1. Policy Statement

Training for Electricians Ltd is committed to providing a safe, inclusive, professional, and high-quality learning environment for all learners, staff, employers, and partners. We recognise that from time to time concerns or complaints may arise and view these as an opportunity to review and improve our provision.

This policy sets out a clear, transparent, and fair procedure for raising and handling complaints, ensuring they are managed appropriately, proportionately, and in line with statutory guidance and regulatory expectations.

### 2. Who Can Make a Complaint?

This complaints procedure is not limited to learners or parents/carers.

A complaint may be made by:

- Learners (current or former)
- Parents or carers
- Employers
- Partner organisations
- Members of the public
- Other stakeholders affected by our provision

Complaints raised by staff will normally be managed through the appropriate HR, grievance, or whistleblowing procedures and are not covered by this policy unless otherwise appropriate.

### 2. Legislation and Guidance

This policy is informed by:

- Department for Education (DfE) guidance on complaints handling

- Education (Independent School Standards) Regulations 2014 (where applicable)
- Awarding body requirements (e.g. City & Guilds)
- Data Protection Act 2018 and UK GDPR

### 3. The Difference Between a Concern and a Complaint

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 defined as 'an expression of dissatisfaction either spoken or written, about actions taken or a lack of action'. It normally requires the matter of the dissatisfaction to be looked into and the person expressing their dissatisfaction normally requires a response.

A concern is an expression of worry or doubt over an issue for which reassurance is sought.

A complaint is an expression of dissatisfaction, written or spoken, about actions taken or a lack of action, which requires investigation and a formal response.

Training for Electricians Ltd aims to resolve concerns at the earliest possible stage.

### 5. How to Raise a Concern or Complaint

Informal Concerns

Concerns may be raised:

- In person
- By telephone
- By email

Where appropriate, these will be addressed promptly and informally by staff or management.

Formal Complaints

Formal complaints must:

- Be submitted in writing
- Be clearly marked "Formal Complaint"
- Include sufficient detail to allow investigation

Formal complaints should be submitted to:

 info@tfeukltd.com

For the attention of: Operations Manager / Designated Safeguarding Lead

### 6. Anonymous Complaints

Anonymous complaints will not normally be investigated.

However, where a complaint raises safeguarding, health and safety, or serious misconduct concerns, the centre reserves the right to investigate if sufficient information is available.

### 7. Timeframes for Raising a Complaint

Complaints should be raised within three months of the incident or, where a series of incidents has occurred, within three months of the most recent incident.

Complaints raised outside of this timeframe will only be considered in exceptional circumstances.

### 8. Scope of This Policy

This policy applies to complaints relating to:

- Teaching, learning, and assessment
- Behaviour management and learner conduct
- Staff professionalism or conduct
- Safeguarding and learner welfare
- Health and safety
- Quality assurance processes
- Operational and administrative matters

## **Exclusions**

The following matters are addressed under separate procedures:

- Safeguarding allegations (Safeguarding Policy)
- Whistleblowing (Whistleblowing Policy)
- Staff grievances (HR procedures)
- Matters subject to statutory appeal processes

## **9. Principles of Complaints Handling**

All complaints will be:

- Taken seriously
- Handled impartially and fairly
- Investigated proportionately
- Managed confidentially
- Resolved within clear timescales

Complainants will not be disadvantaged for raising a complaint in good faith.

## **10. Stage 1 – Informal / Initial Complaint**

Most complaints will begin at Stage 1.

Process

- The complaint will be acknowledged within 5 working days
- The issue will be reviewed by an appropriate member of management
- Discussion may take place via meeting, telephone, or email
- A written response will normally be issued within 20 working days

If the complainant remains dissatisfied, they may request escalation to Stage 2.

## **11. Stage 2 – Formal Complaint Investigation**

Stage 2 complaints must be submitted in writing.

Investigation

Upon receipt:

- An Investigating Officer will be appointed
- Relevant staff members will be spoken to
- Contemporaneous records and evidence will be reviewed
- Relevant policies and regulatory guidance will be considered

For safeguarding and confidentiality reasons, the centre will not disclose:

- Information relating to other learners
- Internal staff discussions
- Third-party statements based on hearsay

Outcome

- A formal written response will normally be issued within 30 working days
- The response will outline findings, decisions, and any actions taken

If dissatisfaction remains, escalation to Stage 3 may be requested.

## **12. Stage 3 – Complaint Review Panel**

Stage 3 is the final internal stage of the complaints process.

Panel Composition

- Three individuals not previously involved
- At least one independent of delivery and management
- No conflict of interest

Panel Role

The panel will:

- Review documentation from Stages 1 and 2
- Consider whether procedures were followed correctly
- Reach a fair and reasoned decision

The panel will not normally reinvestigate evidence.

## Outcomes

- A written decision will be issued within 15 working days of the hearing
- This decision is final within the organisation

### **13. Unreasonably Persistent or Vexatious Complaints**

A complaint may be deemed unreasonable if it is:

- Repetitive with no new evidence
- Harassing or abusive
- Pursued unreasonably after all stages are exhausted
- Designed to disrupt operations rather than resolve an issue

In such cases, the centre may:

- Limit communication methods
- Appoint a single point of contact
- Cease correspondence where appropriate

### **14. Withdrawal of a Complaint**

If a complainant wishes to withdraw a complaint, this must be confirmed in writing.

The centre reserves the right to continue an investigation if safeguarding or risk concerns remain.

### **15. External Escalation**

Complaints must complete all internal stages before external escalation.

Where appropriate, complaints may be escalated to:

- Partner colleges (where the learner is enrolled through them)
- Awarding bodies (for assessment-related matters)
- The Department for Education (DfE), where procedural failure is alleged

The DfE will not reinvestigate complaints but will consider whether procedures have been followed correctly.

### **16. Confidentiality and Record Keeping**

- All complaints will be logged securely
- Records will be retained in line with data protection legislation
- Information will be shared strictly on a need-to-know basis
- Records will be available for inspection by regulators where required

### **17. Roles and Responsibilities**

#### **Complainant**

- Raise concerns promptly
- Co-operate with the process
- Treat staff respectfully
- Refrain from publicising complaints

#### **Investigating Officer**

- Establish facts objectively
- Interview relevant parties
- Review records
- Produce a clear written outcome

#### **Complaints Co-ordinator (Operations Manager / DSL)**

- Oversee the complaints process
- Ensure timescales are met
- Maintain secure records

#### **Review Panel**

- Act independently
- Consider evidence impartially
- Issue a reasoned final decision

## 18. Complaint Form

Please complete and return the complaint form to [info@tfeukltd.com](mailto:info@tfeukltd.com), for the attention of the Operations Manager / Designated Safeguarding Lead.

Upon receipt, the complaint will be acknowledged and the complainant will be informed of the next steps and the action that will be taken in accordance with this policy.

<b>Your name:</b>
<b>Student's name (if relevant):</b>
<b>Your relationship to the student (if relevant):</b>
<b>Address:</b>  <b>Postcode:</b> <b>Day time telephone number:</b> <b>Evening telephone number:</b> <b>Email address:</b>
<b>Please give details of your complaint, including whether you have spoken to anybody at the academy about it.</b>
<b>What actions do you feel might resolve the problem at this stage?</b>
<b>Are you attaching any paperwork? If so, please give details.</b>
<b>Signature:</b>
<b>Date:</b>
<b>Official use</b>
<b>Date acknowledgement sent:</b>
<b>By who:</b>
<b>Complaint referred to:</b>
<b>Action taken:</b>
<b>Date:</b>