



Electrical Academy

Complaints Policy

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1 PURPOSE

This policy defines been developed to support the Electrical Academy students, learners, apprentices, parents and employers. Its purpose is that all students, learners, apprentices, parents and employers have a right to raise complaints and to have any problems investigated and handled in a fair, consistent and timely manner.

2 RESPONSIBILITY

The management team of the Electrical Academy are responsible for this process, and it will be reviewed annually. The quality manager will ensure that everything complies with the ESFA funding rules.

Any complaints and good feedback will be discussed as an agenda item in the senior management team meetings.

3 SCOPE AND DEFINITIONS

This policy does not cover complaints regarding marking of assessments, this is covered by the appeals procedure.

The aim is to ensure that any complaint, compliment, suggestions or example of good practice are recorded and dealt with fairly and proportionately.

A complaint is defined as a verbal or written declaration of dissatisfaction. The person making the complaint may not necessarily refer to it as being a "complaint", but it will still be treated as such where the above definition applies.

4 PROCESS FOR COMPLAINTS

A complaint can be raised by anyone. To make sure that complaints are emailed to: anya@theelectricalacademy.co.uk or posted to Anya Christian, Electrical Academy, Unit 1, Union Park, Bircholt Road, Maidstone, Kent, ME15 9XT.

We will contact within 24 hours this initial discussion is an opportunity for us to learn more about your experience and gather information and set timelines and then aim to reply by 5 working days were we will contact you to update you on our findings and actions.

A complainant who wishes to challenge or is dissatisfied with a complaint outcome may within a reasonable time appeal to have the decision reviewed further.

5 RECORDS

Complaints details will be held in a dedicated file, which can only be viewed by the senior management team in the following location C:\Users\Anya\OneDrive - Electrical Academy\ELECTRICAL ACADEMY\Quality\Complaints.

Complaint acknowledgement letter and outcome letter.

A handwritten signature in black ink, appearing to read 'M. Harding', enclosed within a hand-drawn oval.

Mark Harding

Director

22nd April 2022