

Complaints Policy

1 PURPOSE

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

The Electrical Academy maintains a register of Company policies issued to all staff, along with an acknowledgement from all staff that the policy has been received, including updates resulting from any policy review. Company policies and procedures play a key role in the new staff induction process.

2 RESPONSIBILITY

The Electrical Academy's management team is responsible for this process, which will be reviewed annually. The quality manager will ensure that all processes comply 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 the marking of assessments; instead, the appeals procedure addresses these concerns.

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

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

4 PROCESS FOR COMPLAINTS

Anyone can raise a complaint. Please ensure 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 you within 48 hours. This initial discussion provides an opportunity for us to learn more about your experience, gather relevant information, and establish timelines. We

aim to respond within five working days, after which we will contact you to update you on our findings and next steps.

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

5 RECORDS

Complaint details will be stored in a dedicated file, accessible only to the senior management team, located at the following path: C:\Users\Anya\OneDrive - Electrical Academy\ELECTRICAL ACADEMY\Quality\Complaints.

Complaint acknowledgement letter and outcome letter.



Mark Harding

Director

13th June 2025