

## **Complaints Policy/Procedure for learners and parents at post 16 funded by the Education and Skills Funding Agency (ESFA)**

### **Scope**

Xtol Development Services and staff are committed to providing the best service possible, always listening and reacting to our customer's views and opinions can only achieve this, whether they are positive or negative. This policy/procedure is for learners and parents that are funded by the Education and Skills Funding Agency (ESFA). It is our intention to ensure that all complaints are handled promptly, fairly, consistently, and proportionately.

### **Purpose**

- To allow complaints to be aired.
- To ensure that complaints are resolved as quickly and fairly as possible.
- To foster and maintain good relationships between all parties concerned.

Complaints made verbally will be classed as an informal complaint. All complaints made in writing, whether using Xtol Development Services form or not, are classed as formal complaints.

### **Complaints made against Staff**

If a complaint is received specifically about a staff member of Xtol Development Services, it will be immediately passed to HR who will decide the most appropriate person to investigate.

### **Management Team**

If a complaint is received specifically about a member of our Management Team it should be immediately passed to the member of the Senior Leadership Team with line management responsibility for that manager for investigation.

### **Senior Staff**

If a complaint is received specifically about a Senior Post Holder, it should immediately be passed to the Executive Director.

### **Procedure**

Complaints can be e-mailed to, by letter or by completing a complaints form, which is available on our website [www.xtolds.com](http://www.xtolds.com) or from main reception at head office. Complaints can be e-mailed to [rharrison@xtolds.co.uk](mailto:rharrison@xtolds.co.uk) or returned to the following address marked as **HR Complaints** to:

HR Complaints  
Xtol Development Services  
Rise House  
18 High Street  
Rotherham  
S60 1PP

- Xtol Development Services will acknowledge the complainant within 5 working days upon the receipt of the complaint
- The complaint will be investigated, and a course of action will be agreed with all parties concerned
- Xtol Development Services will contact the complainant within 15 working days of the proposed solution
- If the complaint is particularly complex it may take longer to investigate, the complainant will be informed of reasons for the delay
- Once the complaint has been resolved, all details will be kept in a secure location at Xtol Development Services.

### **Appeal**

Any comments about the way in which the complaint was dealt with, or any appeal against the findings and action, should be made in writing to the Executive Director, setting out the grounds for appeal, within 10 days of receipt of the outcome. The Executive Director will review the evidence and respond to the complainant within 15 working days of receiving the appeal.

### **Equality Monitoring**

To comply with the Equality Act 2010 and ensure fair treatment for all, Xtol Development Services will collect data on the 'protected characteristics' of complainants, i.e.

Race  
Disability  
Sex  
Age  
Gender reassignment  
Religion / belief  
Pregnancy  
Maternity  
Sexual Orientation

All information is confidential, seen by a limited number of Xtol Development staff and the reporting mechanisms guarantee data protection.

### **Complaints Made to External Organisations**

QD127 RH/PS V5 11/2021

If you are not satisfied with the resolution offered, you may wish to take your complaint to the Education and Skills Funding Agency (ESFA)

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints>

You must contact the ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team.

**ESFA complaints team**

[complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

Complaints team

Education and Skills Funding Agency

Cheylesmore House

Quinton Road

Coventry

CV1 2WT

The ESFA will reply to let you know what will happen next.

**If you are unhappy with the ESFA response**

You can [contact the Department for Education](#) if you're unhappy with how the ESFA has dealt with your complaint.

I acknowledge and approve this policy

A handwritten signature in black ink, appearing to be 'R.D.', written over a horizontal line.

16/11/21

## Complaints Form

<b>Learner/Parent</b>
<b>Name:</b>
<b>Address:</b>
<b>Contact Number:</b>
<b>Email address:</b>
<b>Nature of complaint:</b>
<b>Please indicate preferred method of communication response</b> Email <input type="checkbox"/> Letter <input type="checkbox"/> Telephone <input type="checkbox"/>
<b>Office Use:</b>

## Complaints process

