

Redsky Complaints Policy



Version	Last Review Date	Review Frequency	Next Review Date
4	July 2021	Annually	July 2022

1. Introduction

Redsky Learning is committed to providing a quality service for all learners, employers and stakeholders. Any person, including members of the general public, may make a complaint about any provision of services or facilities that Redsky provides.

One of the ways in which we can continue to improve our service is by listening and responding to the views of learners, employers and stakeholders. Therefore, it is important to ensure that:

- making a complaint is as easy as possible;
- a complaint is treated as a clear expression of dissatisfaction with our service which calls for a response;
- any complaint is treated seriously - whether it is made in person, by telephone, by letter or by email;
- complaints are dealt with promptly, politely and, where appropriate, informally (for example, by telephone);
- responses are conducted in the right way: for example, with an explanation, an apology where necessary, or with information on any action to be taken;
- complaints are learnt from and used to improve services.

2. Process

Redsky will thoroughly investigate any complaint or concern, whether informal or formal, relating to the day-to-day operation of the organisation and the standards of service we provide.

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 generally defined as '*an expression of dissatisfaction however made, about actions taken or a lack of action*'.

It is in everyone's interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures. Redsky will take informal concerns seriously and make every effort to resolve the matter as quickly as possible.

If you have a concern or complaint about any aspect of our apprenticeship programmes, you may want to raise it with your stretch coach, line manager or mentor first. They may be able to resolve the complaint to your satisfaction. You can make a formal complaint if you are not able to solve your issue informally in this way.

Employers will also have a chance to raise concerns and/or complaints at our regular Employer Review meetings, but can still make a formal complaint if we are not able to solve your issue informally in this way.

Making a Formal Complaint: On those occasions when complainants would like to raise their concerns formally, all such complaints should be addressed to:

Sally Smithies – Director

Email: Sally.Smithies@redskylearning.com

Tel: 0330 088 1117

Redsky Learning, Saw Mill Yard, The Round Foundry, Leeds, LS11 5WH

- A complaint may be made in person, by telephone, via email or in writing;
- Redsky will comply with our obligations under the Equality Act 2010. It is common practice to ask for complaints to be made by using a complaint form or in writing, however the complainant may have communication preferences due to disability or learning difficulties and providers must allow alternative methods of contact;
- In order to prevent any later challenge or disagreement over what was said, brief notes of meetings and telephone calls will be kept, and a copy of any written response added to the record;
- Where there are communication difficulties, recording devices may be used to ensure the complainant is able to access and review the discussions at a later point;
- All staff involved should be aware that complainants have a right to copies.

3. Timeliness and response

All complaints will be taken seriously and dealt with promptly.

- Complainants will receive a reply within 48 hours (working days) from when the complaint is received. If it is not possible to provide a full reply within this time (for instance, because a detailed investigation is required), there will be an interim response, explaining actions being taken to deal with the complaint, key staff involved, time-scales for next steps and resolution.
- The full reply will include the outcome and decision of the complaint, what action will be taken if necessary, and will include details of who to contact next if the complaining believes the complaint has not been dealt with properly.
- Complaints are expected to be made as soon as possible after an incident arises (within three months is generally considered to be an acceptable timeframe in which to lodge a complaint); although Redsky will consider exceptions.
- After any complaint, a review will take place to establish if procedural change is required to prevent a repetition. This will involve a review of any training needs identified for any employee involved.

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- All complaints will be recorded and held on file and will be used for quality assurance purposes and evaluation of our services. Complaints will form part of the agenda for management meetings.

4. Escalation

If you are not happy with the outcome, you can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled.

The full details on how to do this are available via the link below:

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

The ESFA now require complainants to either complete an online form or write to:

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

However, they do require any potential complainant to use the link above to check that they can help you before you contact them.

If you've completed the complaints process with Redsky and checked that the ESFA can genuinely help you, you can contact them with your complaint. Please attach:

- details of the complaint, including key dates
- a copy of the original complaint you sent, to Redsky
- a copy of the final response to your appeal, that you received from them
- permission to disclose details of your complaint, to Redsky

The ESFA does not deal with complaints about employment issues (for example, a problem with your contract if you're working as an apprentice).

If you're unhappy with the ESFA response, you can complain to them directly using the contact details above or you have the right to complain to the [Parliamentary and Health Service Ombudsman](#), through your [local MP](#).

Name	Position	Date	Signature
Sally Smithies	Director	29/07/2021	

