

Central Training Group

Compliments & Complaints Policy

2025 – 2026

1. Purpose

Central Training Group (CTG) is committed to delivering high-quality education and training services to learners, employers, staff, and the wider community. We welcome feedback in the form of compliments and complaints as an essential part of our continuous quality improvement cycle.

This policy sets out how compliments and complaints are received, managed, investigated, resolved, and reviewed fairly, transparently, and consistently.

2. Scope

This policy applies to:

- Learners
- Employers
- Parents and carers
- Members of the public

Staff grievances are not covered by this policy and must be managed under the Staff Grievance Procedure.

3. Principles

CTG is committed to ensuring that:

- Complaints are handled **fairly, promptly, and sensitively**
 - No individual is disadvantaged or victimised for raising a complaint
 - Complaints are used constructively to improve services
 - Reasonable adjustments are made to support accessibility
 - Confidentiality is respected, subject to safeguarding and legal obligations
 - All personal data is processed lawfully and securely
-

4. Legal and Regulatory Framework

This policy operates in accordance with:

- Department for Education (DfE) Funding Rules
 - Equality Act 2010
 - Consumer Rights Act 2015
 - Data Protection Act 2018
 - UK General Data Protection Regulation (UK GDPR)
-

5. Definitions

- **Compliment** – Positive feedback regarding services, staff, or provision
 - **Complaint** – An expression of dissatisfaction requiring a response
 - **Complainant** – The person raising the complaint
-

6. Compliments

CTG welcomes compliments and positive feedback, which help us recognise good practice and improve service quality.

How to Submit a Compliment

- In writing
- By email
- By completing the CTG Feedback Form

All compliments are logged by the **Director of Quality**, shared with relevant teams, and reviewed to inform quality improvement. A summary of compliments is reported to the Board of Directors.

CTG will acknowledge all compliments.

7. Complaints – General Guidance

Before submitting a formal complaint, individuals are encouraged to raise concerns informally where possible, as many issues can be resolved quickly at this stage.

Complaints should normally be raised **within 28 calendar days** of the issue arising, unless there are exceptional circumstances.

8. Accessibility and Support

CTG will make reasonable adjustments to support complainants, including:

- Alternative formats (large print, electronic, verbal submission)
 - Support from a mentor or support staff
 - Permission to be accompanied or represented
-

9. Informal Resolution

Concerns should initially be raised with:

- The staff member most directly involved; or
- A Personal Tutor, Centre Manager, Training Manager, or Recruitment Team if appropriate

Where informal resolution is not possible or satisfactory, the complainant may proceed to Stage 1.

10. Stage 1 – Formal Complaint (Internal Resolution)

Formal complaints must be submitted in writing (letter, email, or Feedback Form).

Responsibility and Timescales

Complainant	Initial Investigation
Learner	Centre Manager
Parent/Carer	Centre Manager
Employer	Training Manager
Public	Director of Quality / appropriate Manager
Complaint against Manager	Relevant Line Manager

- The Director of Quality must be informed of all Stage 1 complaints
- A written response will normally be issued **within 10 working days**
- If unresolved, the complainant may proceed to Stage 2

All Stage 1 responses are quality-assured by the Director of Quality.

11. Stage 2 – Appeal

If dissatisfied with the Stage 1 outcome, the complainant may submit an appeal.

Process

- Submit a completed Feedback Form or written appeal to the Director of Quality
- Appeals must explain why the Stage 1 response is unsatisfactory
- Acknowledgement within **5 working days**
- Full response normally issued within **15 working days**

Some complaints, especially if they are complex, may take longer. If it is going to take longer to investigate the complaint, we will let you know and keep you informed of progress.

Responses will normally be provided in writing.

12. Stage 3 – Independent Review

If dissatisfaction remains, the complainant may request an Independent Review.

Process

- Request must be submitted in writing **within 10 working days** of the Stage 2 response
- The review panel will comprise:
 - A CTG Board member (or nominee)
 - A senior manager with no prior involvement
 - A manager independent of the complaint

All panel members must have **no previous involvement** in the complaint.

- Review completed within **15 working days**
- Final written decision issued by the Reviewing Director

This decision represents the final internal outcome.

13. External Escalation – DfE

If the internal process is exhausted and the complainant remains dissatisfied, they may refer the complaint to the **Department for Education (DfE)**.

The DfE will normally only consider complaints after CTG's internal procedure has been completed.

DfE Contact Details

Via DfE complaints portal: <https://customerhelpportal.education.gov.uk/>

14. Confidentiality and Data Protection

All complaints are handled confidentially and shared only where necessary.

Personal data is processed in accordance with:

- Data Protection Act 2018
- UK GDPR

Information may be disclosed where required by safeguarding duties or law.

15. Quality Assurance and Monitoring

- All compliments and complaints are logged by the Director of Quality
 - Trends and outcomes are reviewed by the Management Team
 - An annual report is presented to the Board of Directors
 - Learning outcomes inform staff development and service improvement
-

16. Unreasonable or Vexatious Complaints

CTG reserves the right to manage complaints that are persistent, abusive, or unreasonable in line with organisational guidance, while ensuring fairness and proportionality.

17. Related Policies

- Equality and Diversity Policy
- Data Protection Policy
- IAG & Admissions Policy
- Learner disciplinary Policy
- Anti-Harassment Policy
- Malpractice Policy

18. Review and Approval

- **Created:** August 2025
 - **Review Due:** August 2026
 - **Policy Owner:** Board of Directors
 - **Approved by:** Board of Directors
-

Appendix 1 – CTG Feedback Form

Compliment or Complaint

Central Training Group is committed to providing high-quality services to learners, employers, and the wider community. We welcome feedback to help us recognise good practice and improve our services.

You may use this form to submit either:

- a **Compliment**, or
- a **Complaint**

You do not need to use this form if you prefer to provide feedback by email, letter, or verbally.

Section 1 – Type of Feedback

Please indicate the type of feedback you are providing:

- ☐ Compliment
☐ Complaint
-

Section 2 – About You

Providing your contact details helps us respond effectively.

You may submit feedback anonymously; however, this may limit our ability to investigate or respond.

Name (optional):

Preferred contact method (if applicable):

- ☐ Email ☐ Telephone ☐ Post

Email address (optional):

Telephone number (optional):

Postal address (optional):

Your relationship to CTG (please tick):

- ☐ Learner
- ☐ Employer
- ☐ Parent / Carer
- ☐ Member of the public
- ☐ Other (please specify): _____

Course / programme (if applicable):

Section 3 – Your Feedback

Please clearly describe your compliment or complaint, including relevant dates, locations, and individuals (if known).

(Continue on a separate sheet if required.)

Section 4 – If This Is a Complaint Only

If you are making a complaint, please tell us:

a) Steps taken to resolve the issue informally (if any):

b) Why the outcome was not satisfactory:

c) What outcome you are seeking (if known):

Section 5 – Support and Accessibility

CTG is committed to accessibility and fairness.

Do you require any reasonable adjustments or support to engage with the complaints process?

- ☐ No
- ☐ Yes (please specify): _____

Support may include help completing the form, alternative formats, advocacy, or communication support.

Section 6 – Declaration

I confirm that the information provided is accurate to the best of my knowledge.

Signature (optional):

Date:

How to Submit This Form

You can return this form by:

- Email - sarahludlow@centraltraininggroup.com
- Post
- Handing it in at CTG reception

Address:

Director of Quality, Central Training Group, 44 Alexandra Street, Southend-on-Sea, SS1 1BJ.

Privacy Notice (GDPR)

Central Training Group processes personal data in accordance with the **Data Protection Act 2018** and the **UK General Data Protection Regulation (UK GDPR)**.

- Your information will be used solely to manage and respond to your feedback
- Data will be shared only with staff involved in investigating or resolving the matter
- Information may be disclosed where required by safeguarding duties or law
- Data will be stored securely and retained in line with CTG's Data Retention Policy

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure where appropriate
- Raise concerns with the Information Commissioner's Office (ICO)

Further information is available in CTG's Data Protection Policy.