

# COMPLAINTS PROCEDURE

## Introduction

We aim to provide our customers with the best possible service. However, from time to time, things do go wrong. Our complaints procedure therefore explains what to do if you are not happy. The procedure covers how you can complain, what we will do and by when, and what you can do if you are still not happy with our response.

## Definitions

For the purpose of this policy, a complaint is defined as a formal statement of dissatisfaction following the process for escalation outlined below, and the steps that Estio Training will follow whilst endeavouring to seek an appropriate resolution.

## Commitment

Estio Training seeks to resolve any issues or concerns as early as possible in order to avoid escalation or further dissatisfaction occurring, leading to formal complaints. Therefore, if you do have a concern, you should discuss this with your trainer, coach or account manager, as we may be able to solve the issues informally in the first instance.

However, if you are still not happy, you can raise a formal complaint by following the steps below.

## Formal Complaint Procedure

If you are an applicant, apprentice or employer and you are not satisfied with the service you have been provided with or you wish to make a complaint, you can get in touch with us in the following ways:

- By email: email details of your complaint/concern to **customercare@estio.co.uk**
- By phone: on 01133 500 333 ask for the Delivery Director
- By letter: Managing Director, Estio Training, 2 City Walk, Leeds, LS11 9AR

You will need to include your full name, a contact telephone number and email address.

1. Raise your issue or concern by emailing details of the complaint to **customercare@estio.co.uk**. A complaint received by telephone or letter will also be logged internally on our system.
2. For parents or other third parties making a complaint on behalf of an apprentice who is aged over 18 years old, we will need the apprentice's written permission to investigate the complaint.
3. We will acknowledge your complaint within **one working day**. We will aim to rectify the problem straight away wherever possible. If we need more time, we will let you know what action we plan to take and when we will get back to you with an update.
4. We will aim resolve your complaint and come back to you with a response within **5 working days** of receipt of the complaint.

5. If you are not satisfied with what we have done or our response to your complaint, then let us know and we will escalate this to the Managing Director. We will confirm the date on which the complaint was escalated to the next stage. The COO will review the complaint, complete any further investigation required and provide a response within **5 working days**.
6. If our endeavours still do not meet with your expectations, you have the opportunity to escalate your complaint further to the Education and Skills Funding Agency (ESFA) via the address provided below:

The Complaints Team,  
Education and Skills Funding Agency,  
Cheylesmore House,  
Quinton Road,  
Coventry  
CV1 2WT.

Full details of the ESFA complaint procedure can be found on the link below:  
[ESFA Complaints Procedure](#)

Please note that the ESFA will only deal with a complaint once the training provider's own complaints procedure has been exhausted.

### **Confidentiality**

All complaints are taken seriously and handled with sensitivity. All complaints will be treated fairly and in accordance with our equality and diversity policy. We will maintain records of all complaints received and report these to the Chief Operating Officer, so that we can use the information to improve our services where required.

We will close a complaint once all of the steps in our procedure have been followed and we can reasonably do no more. We will maintain records relating to the complaint for a period of up to 12 months, to ensure that these are available should the complaint be escalated to the Education and Skills Funding Agency (ESFA).

### **Amendments**

Estio reserves the right to alter the terms and conditions of this policy as required at any time in the future.

### **EPAO Complaint**

In the event of a complaint levied at the EPAO, a complaint may be made directly to the EPAO. The EPAO complaints procedure can be located within Estio Hub and made available upon request.

### **Monitoring and Version Control**

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