

Complaints Policy

This Policy summarises the procedure to be followed to process complaints received from clients / apprentices / stakeholders regarding the quality of service delivered by Hughes Driver Training Ltd.

A complaint is an expression of dissatisfaction from you about us, our products or services, or the complaints-handling process itself where you expect us to identify the cause of the problem and to take some kind of remedial action.

We aim to ensure that:

- Making a complaint is as easy as possible.
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we have taken.
- We learn from complaints and feedback, and we use them to improve our service.

The formal complaints procedure is intended to ensure that all complaints are managed fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Our aim is to resolve all matters as quickly as possible. However, inevitably, some issues will be more complex and therefore may require longer to be fully investigated.

Our Complaints Process:

1. Complaints may originate from learners, employers, assessors, or other stakeholders directly or indirectly. Complaints may be received either verbally or in writing.
2. Complaints must be reported/directed to Hughes Driver Training Ltd by emailing quality@hughesdrivertraining.co.uk or contacting Head Office on 0800 1777 447. Upon receipt we will record the details of the complaint on the appropriate sections of a Complaints Record Form for appropriate action.
3. We will acknowledge your complaint within two working days and let you know who will be dealing with it. We will appoint an appropriate person to investigate the matter on your behalf.
4. Every effort will be made to resolve the complaint and to provide a full response to the complainant within eight working days. We aim to resolve

complaints within **eight working days** but if it is going to take longer than that we will keep you fully informed.

5. Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.
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6. Once the complaint has been resolved, the complaint form will be completed accordingly, and a final letter / email sent to the complainant with the outcome.
 7. The Head of Apprenticeships will be responsible for maintaining all records relating to a complaint, using an appropriate Complaints Record Form as the basis for monitoring the progress made in resolving the complaint. Records will include all written complaints received, and copies of all statements from relevant parties.
 8. Completed Complaints Record Forms will be reviewed on a regular basis for apparent adverse trends in service quality as part of the Management Review of the Quality System and to monitor equality, diversity, and inclusion.
 9. Complaints will be reviewed on a yearly basis by the Head of Quality Gary Robb, and an analysis of complaints will be compiled. Our complaints policy will be reviewed annually.
 10. The Head of Quality will consult with the team to discuss continuous improvements and identify trends. Any actions to be put into place to ensure business practices are having a positive impact on complaints.

Appeal or Escalation

If you are not satisfied with the response you receive to your complaint, you can take the matter further by contacting the Director Michael Hughes.

The Director will take a full review of the original complaint, the evidence collated during the investigation and the initial response.

Following our appeal stage, if your complaint is linked to apprenticeship training and you wish to escalate your complaint you may contact the Education and Skills Funding Agency (ESFA). Employers may make a complaint either on their own behalf or on behalf of their apprentice where permission has been given. Apprentices and their employers can contact the apprenticeship helpline regarding apprenticeship concerns, complaints and enquiries by calling 08000 150 600 or by emailing helpdesk@manage-apprenticeships.service.gov.uk in the first instance.



There is also additional guidance on complaints published by the ESFA on the GOV.UK website: <https://www.gov.uk/complain-further-education-apprenticeship>

You can also email your complaint to complaints.ESFA@education.gov.uk

The complaints record form can be found below:

Complaints Record Form

Received by:	
Company Name:	
Company Address:	
Position:	
Date:	
Ref No:	
Complainant Name:	
Contact numbers:	
Details of Complaint:	
Date Acknowledgement sent:	
Referred to:	
Date reply received:	
Actions taken:	
Date response sent:	
Sent by:	
Signature:	



Outcome / Further Action required:	
Date Final Letter sent:	
Sent by:	
Signature:	