



# Complaints Policy

## 1. Purpose

Hughes Driver Training is committed to delivering high standards of service to all learners, employees, partners, and stakeholders. We recognise that, on occasion, individuals may feel dissatisfied and wish to raise a concern. This policy sets out how complaints will be managed fairly, consistently, and promptly.

---

## 2. Scope

This policy applies to:

- Learners enrolled on our programmes
- Employees and contractors
- Employers and partners
- Members of the public who engage with our services

It does not cover employment-related grievances from staff, which are dealt with under the Grievance Policy.

---

## 3. Principles

- All complaints will be taken seriously and dealt with fairly and without prejudice.
  - We aim to resolve complaints quickly, informally where possible.
  - Where a formal process is needed, clear stages are in place.
  - Complainants will not be disadvantaged for raising a concern.
  - We use complaints to improve our services and practices.
-

## 4. Informal Resolution

Where possible, concerns should first be raised directly with the staff member or manager involved. Many issues can be resolved quickly at this stage.

---

## 5. Formal Complaints Procedure

### Stage 1 – Submitting a Complaint

- Complaints should be made in writing (email or letter) within 10 working days of the issue.
- Complaints should be sent to: [Scott Jacques](#) General Manager
- Details required: name, contact information, nature of the complaint, relevant dates, and desired outcome.

### Stage 2 – Acknowledgement

- We will acknowledge receipt of the complaint within 5 working days.
- A manager not directly involved will investigate.

### Stage 3 – Investigation & Response

- The complaint will be investigated fairly and confidentially.
- We aim to provide a written response within 20 working days.
- If more time is required, the complainant will be informed.

### Stage 4 – Appeal

- If unsatisfied, the complainant may appeal in writing within 10 working days of the decision.
  - The appeal will be reviewed by a senior manager/director whose decision will be final.
- 

## 6. Confidentiality

All complaints will be handled with sensitivity. Information will only be shared with those directly involved in investigating or resolving the issue.

---

## 7. Monitoring & Review

- Complaints will be logged and reviewed regularly to identify trends and improve services.
  - This policy will be reviewed annually.
- 

## 8. Contact

Complaints should be directed to:

Scott Jacques (General Manager)

Hughes Driver Training Ltd

284 Gipsy Lane

Leicester

LE4 9BX

**V1 - Document Owner: Rosie Richardson**  
**Effective Date: Sept 2025**  
**Next Review Date: Sept 2026**