



Complaints Policy and Procedure

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Policy written by:			Sophie Gilmore
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Version	Date	Author	Changes
1.0	06/08/2024	Sophie Gilmore	New policy:
1.1	26/08/2025	P Crocker	Reviewed for completeness; change of email address for submission of complaints

Introduction

Hybrid Training Centre (HTC) is committed to providing a high-quality experience for all its users through its training delivery. It encourages a positive environment in which informal contact and feedback from staff, learners/apprentice and stakeholders is welcomed and where complaints can be dealt with effectively and efficiently. The complaints procedure outlines the processes to be used when a learner/ apprentice, parent or guardian, or employer has cause for concern.

This policy covers:

Complaints about the process, service or staff of Hybrid Training Centre.

All stakeholders have the right to complain and appeal against any aspect of service delivery. HTC support our service users when they feel that our service has fallen below their expectations. Each complaint or appeal will be dealt with in a professional and courteous manner by a relevant member of staff. The nature of the complaint or appeal will determine which member of staff will investigate and act.

All complaints and appeals will be handled with an appropriate level of confidentiality and information released only to those who need it for the purposes of investigating or responding to the complaint or appeal.

Responsibility

The Head of Quality will have full responsibility for developing and encouraging excellent customer care and high standards of operational practice.

HTC Complaints and appeals policy and procedure will be readily available to all learners/apprentices and stakeholders. Employers will receive a copy as part of their sign-up process.

Complaints Policy

Policy Aim

HTC is committed to providing the best possible service, and we recognise that occasionally people or companies may feel that they have cause to complain about the service they have received.

For the purposes of our organisation, we define stakeholders as:

- employers
- learners/apprentices
- funding bodies (ESFA) Regulatory bodies (OFSTED) and external quality assurance bodies (EQA provider)

Coverage

The complaints policy covers complaints from anyone who receives, requests or is affected by HTC's services. This includes, although is not limited to:

- The learner/apprentice
- The employer of an apprentice
- The parent or guardian of the learner/apprentice

A complaint may relate to:

- The quality and standard of services
- The quality of facilities for delivery and assessment
- Treatment by, attitude or behaviour of an HTC employee
- The failure of HTC's staff to follow an appropriate administrative process

Application of the policy

HTC aims to resolve complaints quickly, fairly and effectively and will:

- Aim to put things right quickly for our stakeholders should they go wrong
- Keep our apprentices, staff and other stakeholders informed of the progress of their complaint and result of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets

HTC is committed to continuous improvement within our service delivery.

- We will make it easy and straightforward for you to make a complaint
- We will endeavour to respond to your complaint within the timescales and keep you informed
- We will ensure that you have a full explanation to your complaint in your preferred format
- We will tell you if changes have been made to services following your complaint.
- We will ensure all complaints are handled sensitively and treated in the strictest confidence.
- We will review our policies and practices at regular intervals.

Procedure

Stage 1

The complaint is verbally identified to either a staff member or our Head of Quality and is successfully resolved under verbal agreement by all parties.

Stage 2

If stage 1 does not resolve the complaint this may be escalated in writing as a 'formal complaint' and emailed to quality@hybridtec.co.uk. On receipt, a response to acknowledge receipt will be sent within 48 hrs.

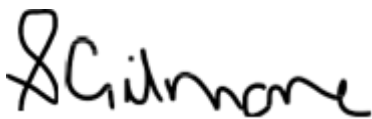
A member of the senior management team will be given responsibility to carry out a full investigation and present a report back to the complainant within 10 working days with a decision on whether the complaint has been upheld or not.

Stage 3

An appeal against the decision can be submitted within 10 working days of the outcome report.

An appeal will only be granted if there is new or additional evidence which had not been submitted initially. The new evidence will be considered, and a decision reported back to the complainant within the following 7 working days.

If at this stage there is no resolution then HTC will advise of the right to complain to the Education and Skills Funding Agency, Department for Education, our End-Point Assessment Organisations, or Awarding Organisations.



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Sophie Gilmore
Managing Director

1st September 2025

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Date