

Learner Feedback and Complaints Policy

1. Purpose

Prospect Training Services (Gloucester) Ltd (PTS), including Prospect Digital and The Q Club, is committed to delivering high-quality services and ensuring that all feedback, enquiries, and complaints are handled fairly, consistently, and efficiently.

This policy sets out:

- How individuals can provide feedback or make a complaint
- How complaints are managed and investigated
- Expected response times
- Escalation routes if a complainant is dissatisfied

This policy supports continuous improvement and ensures compliance with relevant regulatory and funding body expectations, including ESFA and Ofsted requirements.

2. Scope

This policy applies to:

- All customers, learners, employers, and members of the public
- All PTS staff involved in receiving, handling, or investigating complaints

This policy covers complaints relating to services provided by Prospect Training Services. Learners on youth programmes should also refer to the separate Learner, Parent and Carer Complaints Policy where applicable.

3. Principles

PTS is committed to ensuring that all feedback and complaints are:

- Handled fairly and without bias
 - Addressed promptly and within published timescales
 - Managed confidentially in line with data protection requirements
 - Used to inform service improvement
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4. Definitions

4.1 Feedback

Any comment, suggestion, or compliment regarding our services.

4.2 Complaint

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An expression of dissatisfaction about the standard of service, actions, or lack of action by PTS that cannot be resolved immediately.

Examples include:

- Failure to provide a service or poor service
- Delays in service delivery
- Conduct of staff
- Health and safety concerns

4.3 Unreasonable Complaints

Complaints may be considered unreasonable if they are:

- Vexatious or malicious
- Repetitive without new evidence
- Abusive or threatening in nature

Such cases will be reviewed by a senior manager, and the complainant will be informed of the decision and any limitations on further investigation.

5. How to Provide Feedback or Make a Complaint

5.1 Contact Methods

Feedback or complaints can be submitted via:

Website: www.prospect-training.org.uk (Feedback & Complaints form)

Email: enquiries@prospect-training.org.uk

Telephone: 01452 300 255

Post:

Prospect Training Services
C4 Brunel Court
Waterwells Business Park
Quedgeley
Gloucester
GL2 2AL

Complaints submitted via social media will be redirected to the appropriate formal channel.

5.2 Information Required

To support investigation, complainants should provide:

- Details of the issue
- Date, time, and location of the incident

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- Names of individuals involved (if known)
- Any previous actions taken
- Desired outcome

5.3 Anonymous Complaints

Anonymous complaints will be considered on a case-by-case basis, particularly where serious or safeguarding concerns are raised.

5.4 Timeliness

Complaints should be submitted as soon as possible after the issue arises to enable effective investigation.

6. Complaints Process

Stage 1: Acknowledgement

- Complaints will be acknowledged within **3 working days**

Stage 2: Investigation

- The complaint will be reviewed and investigated by an appropriate member of staff
- Urgent issues will be prioritised

Stage 3: Response

- A full written response will be provided within **15 working days** of acknowledgement
- If more time is required, the complainant will be informed of the delay and given a revised timeframe

Stage 4: Outcome

The response will include:

- Findings of the investigation
 - Explanation of decisions
 - Actions taken (if applicable)
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7. Internal Review

If the complainant is dissatisfied with the outcome, they may request an internal review.

- Requests must outline reasons for dissatisfaction
- Reviews will be conducted by a senior member of staff not previously involved
- A response will be provided within **15 working days** of acknowledgement

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8. External Escalation

If the complainant remains dissatisfied after the internal process, they may escalate externally.

8.1 DWP Programme Participants

Independent Case Examiner
PO Box 209
Bootle L20 7WA
Email: ice@dwp.gov.uk
Telephone: 0800 414 8529

8.2 Parliamentary and Health Service Ombudsman (PHSO)

Complaints can be referred via a local MP after internal processes are exhausted.

Website: www.ombudsman.org.uk/making-complaint

9. Accessibility and Support

PTS is committed to ensuring that this policy is accessible to all.

Alternative formats (e.g. large print) and additional support can be provided on request.
Individuals who require assistance in making a complaint will be supported where needed.

10. Data Protection

All complaints will be handled in accordance with UK GDPR and the Data Protection Act 2018.

- Personal data will be processed lawfully and securely
 - Information will only be shared where necessary
 - Complaint records will be retained in line with organisational retention policies
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11. Monitoring and Continuous Improvement

PTS will:

- Record and monitor all complaints
- Analyse trends and recurring issues
- Use findings to improve services and staff training

Senior management will review complaint data regularly to ensure effectiveness.

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12. Responsibilities

- **All staff:** Responsible for recognising and reporting complaints
 - **Managers:** Responsible for investigation and response
 - **Senior Management:** Responsible for oversight, escalation decisions, and policy compliance
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