

Learner Complaints & Feedback Procedure

Adult Skills Fund (ASF) / DfE-Funded Provision

Organisation: Creative Consulting and Training Ltd

Version: 1.0

Approved by: *Olushola Isaac - Director*

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Review date: *2nd February 2026*

1. Purpose

This procedure sets out how Creative Consulting and Training Ltd manages **learner feedback, concerns, complaints, and appeals** fairly, promptly, and transparently. It ensures learners can raise issues without fear of disadvantage and supports continuous improvement.

2. Scope

Applies to:

- All learners on publicly funded provision
 - All delivery modes (classroom, online, blended)
 - All staff involved in learner engagement and delivery
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3. Principles

- Accessible and easy to use
- Fair, impartial, and confidential
- Timely responses and clear outcomes
- No detriment to learners who raise concerns

4. What Counts as Feedback or a Complaint?

- **Feedback:** Comments or suggestions to improve services
- **Concern:** An issue raised informally for quick resolution
- **Complaint:** A formal expression of dissatisfaction about services, delivery, assessment, conduct, or decisions

Safeguarding matters are handled **separately** under the Safeguarding Policy.

5. How Learners Can Raise Issues

Stage 1 – Informal Resolution

Learners are encouraged to raise concerns with:

- Their tutor/assessor, or
- The learner support/delivery team

Target response: within **5 working days**.

Many issues are resolved at this stage.

Stage 2 – Formal Complaint

If unresolved, learners may submit a **formal complaint**:

- In writing (email or form)
- Including details of the issue and desired outcome

Acknowledgement: within **5 working days**

Investigation & response: within **15 working days**

A senior staff member not directly involved will investigate.

Stage 3 – Appeal / Review

If the learner is dissatisfied with the outcome:

- They may request a review within **10 working days** of the decision
- A different senior manager will review the case

Final response: within 15 working days

The decision at this stage is final within the organisation.

6. Confidentiality and Non-Retaliation

- Complaints are handled confidentially
 - Information is shared on a need-to-know basis
 - Learners will not suffer any disadvantage for raising concerns
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7. Records and Monitoring

- All complaints and outcomes are recorded
 - Trends are reviewed to improve services
 - Records are retained in line with funding and data protection requirements
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8. Equality, Accessibility and Reasonable Adjustments

- This procedure is accessible to all learners
 - Reasonable adjustments are made on request
 - Support is available to help learners submit complaints
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9. External Escalation

Where appropriate, learners may be informed of external routes, including:

- Hull City Council – Hull Training & Adult Education (HTAE)
- Awarding organisations (for qualification-related issues)

Learners will be advised of relevant options where internal processes are exhausted.

10. Roles and Responsibilities

Role	Responsibility
Tutors/Assessors	Early resolution and signposting
Delivery Manager	Investigating formal complaints
Senior Management	Appeals and oversight
Quality Lead	Monitoring trends and improvements

11. Related Policies

- Learner Support Policy
- Safeguarding Policy
- Equality, Diversity & Inclusion Policy
- Data Protection Policy
- Whistleblowing Policy