Complaints, Appeals, Grievance & Comments Policy

POLICY APPROVAL

Approval Required	Indicate with a tick (✓)		**Annual Review Required**	Indicate with a tick (✓)	
	Yes ✓	No		Yes ✓	No
Approval Panel	Loren Janes				
Approved by	Name: Loren Janes		Signature:	Date: September 2025	
Policy Review Date	September 2026				

Policy Statement

Future Changing care about complaints. Complaints matter for everyone using our services, who deserve an explanation when things go wrong and want to know that steps have been taken to make it less likely to happen to anyone else. They matter because every concern or complaint is an opportunity to improve. Complaints may signal a problem, and we need to know as a business how to always improve and at all opportunities.

Complaints matter because they tell us about the quality of our delivery. They tell us about how responsive a member of staff is, how safe, effective, caring and well-planned they are.

Future Changing place feedback from people who use our services at the heart of our work, because every concern is an opportunity for us to improve the quality of our provision. We also want to hear about positive experiences so we can highlight good and outstanding services.
We take complaints seriously – and we expect our staff to do so too. All learner inductions describe complaints handling. Poor practice will be found and acted on. Good practice will be shared.

We work to make it easier to give us good quality feedback, and work with our staff/associates to improve the learner's experience.

Scope

This policy applies to all delivery provided by Future Changing, including the Internet Test Centre. We want to provide good-quality services for everyone, but things sometimes go wrong. If they do, we need to know about them so that we can put them right and learn from them. This will help us to improve our performance.

How Will We Do That?

We will make it easy for all persons including those that are learners to make a complaint by ensuring Everyone has access to this policy.

Complaints can be made:

- In person directly to their Tutor.
- By email info@changefutures.co.uk or by phone:01206 416977
- by using the complaint form (attached to this policy)

What Is a Complaint?

A complaint is any expression of dissatisfaction or concern regarding:

- Our products or services.
- Our staff or behaviour.
- Our policies, procedures, or practices.

What Happens Then?

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Future Changing maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Response From Us

We will acknowledge your complaint within two working days of receiving it. We will tell you the name of the person who is dealing with your complaint. You will receive a full response within five working days. If this is not possible, we will send you a letter explaining why there is a delay and saying when you will receive a full response.

Solutions

If your complaint is accepted, the person involved will try to solve the problem by doing thefollowing.

- Apologising to you and explaining what went wrong.
- Providing the service, you are entitled to receive.
- Changing procedures so that the mistake is not repeated.
- Asking you to detail any recommendations of areas where we can improveour performance concerning the information, advice and guidance given.

If the complaint or appeal is regarding the ITC and we the Internet Test Centre cannot resolve the complaint or appeal, then the dispute should be put in writing to:

Approval and Compliance Manager
CITB Quality Assurance Team
Sand Martin House
Peterborough
PE2 8TY

Candidates must exhaust our appeals process prior to involving CITB. CITB will, in any event, always ask for the centers conclusion to any appeal prior to commencing its own review.

Diversity, Equity, and Inclusion

Learners and all internal/external customers have the right to express dissatisfaction with the services they receive from Future Changing. Learners using this policy can expect to be treated fairly and without discrimination.
As part of the Prevent strategy we promote the Fundamental British Values to reflect life in modern Britain. These values are Democracy, Rule of Law, Respect and Tolerance, Individual Liberty. Fundamental British Values underpin what it is to be a citizen in a modernand diverse Great Britain valuing our community and celebrating diversity of the UK.

Fundamental British Values are not exclusive to being British and are shared by other democratic countries as a way of creating an orderly society, where individual members can feel safe, valued and can contribute for the good of themselves and others.
These will mirror our principles and values and all the work areas that we support. These will occur throughout our programmes and will be promoted by all staff.

Safeguarding and Complaints

Futures Changing Ltd recognises that complaints, appeals, grievances, or comments may raise issues relating to safeguarding or child protection. In line with Keeping Children Safe in Education (KCSIE) 2025, such concerns must not be treated as standard complaints but instead will be referred immediately to the Designated Safeguarding Lead (DSL) or deputy.

Where a complaint relates to the behaviour or conduct of a member of staff in relation to a child or vulnerable adult, the matter will be escalated without delay to the Local Authority Designated Officer (LADO), in accordance with statutory duties.

All safeguarding-related complaints will be managed in line with the organisation's Safeguarding and Child Protection Policy. This may include referral to external safeguarding partners, such as social care, the police, or health professionals, where this is necessary to protect a child or vulnerable adult.

Staff, learners, and stakeholders are encouraged to raise safeguarding concerns, including low-level concerns and whistleblowing matters, without fear of reprisal. While the organisation will maintain confidentiality wherever possible, safeguarding information will be shared with appropriate agencies when this is necessary to protect a learner's welfare.

The organisation recognises that data protection legislation (GDPR and the Data Protection Act 2018) is not a barrier to sharing safeguarding information. The safety and welfare of the learner will always take precedence when deciding whether to share information.

Support for Learners with Special Educational Needs and Disabilities (SEND)

The organisation is committed to ensuring that learners with Special Educational Needs and Disabilities (SEND) are fully supported throughout the complaints, appeals, grievance, and comments process.

Learners with SEND will have equal access to raise concerns and will not be disadvantaged in making a complaint or appeal. Reasonable adjustments will be provided to ensure that the process is fair and accessible. This may include:

- Providing information in alternative formats.
- Offering additional time to prepare and present a case.
- Allowing a trusted adult, parent, carer, or advocate to accompany or represent the learner.
- Ensuring accessible meeting arrangements (e.g. location, format, communication support).

Staff handling complaints and appeals will consider the individual needs of learners with SEND and seek advice from the Special Educational Needs Coordinator (SENCO) or relevant staff where appropriate.

Futures Changing Ltd recognises its responsibilities under the Equality Act 2010 to make reasonable adjustments and to eliminate discrimination, ensuring that learners with SEND are treated fairly and supported appropriately.

Dissemination Of the Complaints Procedure

The Complaints Procedure shall be:

- Discussed training courses.
- Included in the learner induction booklet.
- Available on the Future Changing website – Loren@changefutures.co.uk
- The web link will be given to every learner as part of the induction process.

Complaints Procedure Stage One

The Stage 1 procedure has three stages:

- Informal
- Formal 1 – Head of Quality
- Formal 2 - Panel

Informal

Learners who wish to raise issues about the conduct of trainers, assessors and supervisors may request an informal meeting with the Head of Quality. The purpose of the meeting is to enable the Learner to talk through and clarify any issues they have concerning assessment; a record will be kept of such meetings. The meeting should be requested within two weeks of the event occurring.

Formal one

If this meeting fails to resolve the matter to the satisfaction of the Learner, then the Head of Quality will conduct a meeting with the skills trainer/ skills coach or staff member in question to explore the substance of the learner's complaint.
A record will be kept of action and the timescale agreed and the Head of Quality will report this back to the Learner within three working days. If subsequent action fails to resolvethe matter, within the timescale, then the Learner has the right to initiate the second stage of the formal complaint.

Formal two

If a Learner wishes to complain, the complaint is lodged in writing with the Managing Director, within ten days of the previous stage of the procedure being completed or expiryof agreed informal action timescale.

The Managing Director:

- Formally acknowledges receipt of the complaint.
- Set a date for the complaint to be considered by a complaint panel.
- Notify the external verifier that a complaint has been lodged and gives details of how it will be heard, including the composition of the complaint panel.

We would request that you substantiate any complaints or allegations with as much written factual evidence as you can. It might be that we contact you for further information if required to investigate any complaint raised, please ensure you enclose contact details. This will assist in reaching a speedy conclusion to the complaint.

The complaint panel meets to consider the complaint within twenty-eight working days of the date of receipt of the complaint form.

Complaints Panel

The panel shall be small and formed to be objective and independent and will normallyconsist of:

- A member of the Senior Management Team
- A Tutor for the relevant award (if applicable)
- An Internal Quality Assurer

The panel will ensure that:

- It has full accounts from all parties involved. The Internal Quality Assurer can support the learner in the preparation of the written report/account ofthe issue/complaint.
- It will not have as members anyone involved in the complaint.

They will inform the learner that they have the right to be accompanied inthe panel meeting.

Outcome

The outcome of the complaint shall also be recorded, together with reasons for that decision, with the outcome falling into one of the following categories:

- Complaint resolved informally.
- Complaint dismissed.
- Complaint is to be processed following an alternative procedure.

- Complaint upheld and the appropriate action deemed to be one of:
- Counselling
- Training
- General supervision
- Other management action including disciplinary procedures.

Further Information

Education and Skills Funding Agency Complaints:
https://www.gov.uk/government/organisations/education-and-skills-fundingagency/about/complaintsprocedure#complain-about-a-post-16-training-provider- college-oremployer-we-fund

Awarding Body Complaints:

Contacts for each awarding body are available from the Head of Quality.

Assessment Examination

Future Changing aims to provide a high-quality service to all our Learners. However, occasionally individuals may be unhappy about some aspect of their training or assessment which may give rise to concern. Each learner has the right to appeal against an assessmentdecision if he/she feels that a decision is unfair.

This process is designed to ensure concerns are dealt with effectively and in the shortest possible time.

How Do I Appeal?

- If you feel that you have been wrongly advised, or unfairly treated, you should, in the first instance, speak to the tutor concerned to try and resolve the problem informally within 2 weeks of the assessment/feedback taking place.
- If the issue remains unresolved then the learner should submit a formal letter of appeal to an Internal Quality Assurer (within two weeks of feedback provided), withthe details of the qualifications and any supporting evidence.
- If the appeal remains unresolved because of the Internal Quality Assurer's reviewof the evidence provided, the appeal will then be referred to the Managing Director.
- A panel made up of Senior Leadership Team in consultation with the internal quality assuror and tutor will meet to judge the evidence within 30 days of escalation.
- Within seven days of receipt of the decision made by the above the Managing Director will advise the Learner of the decision in writing.
- Should the Learner remain unhappy with the decision then the Learner has the right to appeal to the relevant awarding body within 7 days.

Confidentiality

- We take the confidentiality of complaints seriously. All complaints will be handled discreetly, and we will not disclose your identity or the details of your complaint to anyone outside of the investigation process unless required by law.

Non-Retaliation

- We are committed to ensuring that individuals who submit complaints are not subjected to any form of retaliation. Raising a complaint will not impact your relationship with Futures Changing Ltd and we will continue to treat you with respect throughout the process.

Quality Assurance

The Head of Quality will monitor the appeals procedure, to ensure that quality standards and the effectiveness of the procedure are maintained.

The Head of Quality will ensure that records on any matters related to the Appeals Procedure are maintained. These records will be held securely and remain confidential to the parties involved.

Further Points to Raise

- If at any stage of the appeal you require any guidance, support, or further assistance you should speak to a member of the senior management team. Alternatively, you could speak to your line manager or mentor (if appropriate). Any help you seek will bein the strictest confidence.
- It is important that if you make the decision to appeal you appreciate that no one will proceed further without your agreement. If you feel your concern has been resolved to your satisfaction, you can withdraw at any stage.
- Any learner who thinks that there are circumstances outside the course. Such as health or personal problems, which could adversely affect their performance in any form of assessment, should bring these to the attention of the skills trainer as soon as possible before the relevant assessment.
- Any learner who believes that the assessment is taking place in conditions which could significantly adversely affect their performance, should bring these to the attention of the tutor at the time of the assessment.

Enquiries, Comments and Feedback

Any stakeholder is welcome to provide feedback or comments regarding any part of our service. At Futures Changing we value the opinions and experiences of our customers, partners, and stakeholders. Your feedback helps us continuously improve our products, services, and overall customer experience.

We encourage you to share your thoughts, suggestions, or concerns with us. Whether you have a compliment, a suggestion for improvement, or a question, we are committed to listening and acting where necessary.

Please send All feedback, comments, and enquiries to info@changefutures.co.uk or to our Managing Director Loren Janes loren@changefutures.co.uk . It is our aim that all emails including enquiries, feedback and comments will be replied to within five working days.

CUSTOMER COMPLAINTS FORM

Name:	
Email:	
Company Name: (if applicable)	
Address:	
Telephone Number:	
Which service is your complaint about?	
Type of complaint:	
How do you think we should respond to your complaint? (Please use this section to tell us what you think we should do aboutyour complaint)	
Please detail any recommendations of areas where we can improve our performance concerning the information, advice and guidancegiven	

FOR OFFICE USE ONLY

Date complaint received:	
Complaint to be dealt with by:	
Date complaint resolved:	