

# Complaints Policy & Procedures

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## Introduction

**Get Set UK seeks to provide its clients (customers, learners and where appropriate, parents/carers, employers, partners and stakeholders) with the best possible service across the whole range of our activities and in doing so it is our policy to:**

- respond swiftly to any complaints and within realistic timescales dependent on nature of the complaint
- ensure that the procedure operates without fear of recrimination or retribution against the complainant
- use feedback received about services or facilities to continually improve our service

- monitor the types and numbers of complaints we receive to identify any trends and/or problem areas and put actions in place to stop these happening again
- not process any anonymous complaints as these do not allow us to implement resolutions

It is our policy that the complaints procedure:

- is accessible and well-publicised;
- is simple to understand and use;
- allows speedy handling with established time limits for action and to keep people informed of progress;
- ensures a full and fair investigation without recrimination;
- encourages reconciliation;
- respects people's desire for confidentiality;
- addresses all the points at issue and provides an effective response and appropriate redress;
- provides information to management so that services can continually be improved.

## Who is this policy for?

This policy is for clients (customers, learners and where appropriate, parents/carers, employers, partners and stakeholders) and staff members.

## What is this policy for?

We hope that all clients are happy with the services provided through Get Set UK. However, we understand that if you are not happy about the service you have received, you might want to complain. We take all complaints seriously and we are committed to dealing with them fairly, transparently and efficiently. We do this through our complaints procedure which is explained below.

Our promise to you: We are committed to ensuring our clients have the best possible experience with Get Set UK. On the rare occasion that something goes wrong, then we want to know about it and we promise to resolve any issues openly and as quickly as we can.

We promise to:

- Deal with any complaints honestly, politely and in confidence
- Try to settle most complaints quickly and informally by putting matters right or by giving you an explanation.
- Keep you updated on what we are doing to put things right
- Try to provide a full response within 10 working days
- Use any complaints to help us to improve our services
- Keep all information about the complaint or person making the complaint confidential and only involve those staff directly involved with resolving the complaint.

If the complaint results in disciplinary proceedings for a member of staff, this should not normally delay our response to the person making the complaint.

## Complaints Procedure

Most problems can be sorted out by discussing your complaints with your usual Get Set UK contact. If this does not resolve the issue then contact the Project Manager for the service you have received. Please allow them to take the first opportunity to answer your questions or put matters right.

If you are still not satisfied with how your complaint has been dealt with informally, you should use this complaints procedure.

You may be unhappy with:

- The standard of the service you are receiving
- Our response to a request
- The behaviour of a member of staff
- The way you have been treated (for example if you experience bullying, harassment, or unfair treatment)

You may also be concerned that there are allegations of fraud or financial mismanagement.

We have a **3-stage complaint procedure** that tries to sort out problems quickly and efficiently.

### Stage 1

The first step is to complete the Get Set UK Complaint Form (see Appendix 1 at the end of this policy) and send it to the Manager responsible for the area to which your complaint relates. You can also submit your complaint via email to [complaints@getsetuk.co.uk](mailto:complaints@getsetuk.co.uk). When you do this, the assigned Senior Manager responsible for that contract will get in touch.

You will be kept informed of progress at all stages, with an acknowledgement of the complaint made within 3 working days. We will give you a full response within 10 working days of receiving the complaint unless there is a good reason why this cannot happen.

In the event of extended turnaround, we will update you (the complainant) on a weekly basis until this matter is resolved. We will respond in writing at all stages.

We hope that we can resolve most complaints at this stage.

### Stage 2

If you are not happy with the response or action after Stage 1, you can contact us again to take the complaint further.

Please submit your complaint via email to the relevant Quality Assurance Manager:

- If you want to complain about an employability programme - Emily Brown (email [Emily.Brown@getsetuk.co.uk](mailto:Emily.Brown@getsetuk.co.uk)).
- If you want to complain about a skills, education or training programme – Suzanne Tilling (email [suzanne@getsetuk.co.uk](mailto:suzanne@getsetuk.co.uk)).

Explain who you are, what you are complaining about, the name of the Get Set UK member of staff who dealt with your initial complaint, why you are still dissatisfied, what you would like to happen

and any other points you feel are relevant.

The Quality Assurance Manager will investigate the complaint. An acknowledgement that your complaint has been received and is being investigated will be sent to you within 3 working days of receipt of your complaint. The Quality Assurance Manager will respond to you within 10 working days of the complaint being sent to them unless there is a good reason why this cannot happen. If you don't receive a response within 10 days, we will let you know why and give you a new date for their response.

The Quality Assurance Manager will work with you, the Senior Manager and the staff member involved to resolve the complaint and agree any further action points. We will talk to you over the phone and/or arrange face-to-face meetings where necessary and in line with your communication preferences. Any agreed action points will be confirmed in writing to you.

### **Stage 3**

If you are still dissatisfied you must go through to Stage 3 of the Complaints Procedure within 7 working days of receiving the action points/Stage 2 outcome. Email all details of stage 1 and stage 2 along with reasons why this has not been resolved satisfactorily to [complaints@getsetuk.co.uk](mailto:complaints@getsetuk.co.uk). Please put "Stage 3 Complaint" as the subject header.

One of Get Set UK's Executive Team members, the Corporate Governance Director, will review your initial complaint, how it was investigated, what the outcome was and the way it was handled. They will acknowledge your complaint within 3 working days. The Corporate Governance Director will produce a Plan of Response within 10 working days to resolve the matter, unless there is a good reason why this cannot happen. If you don't receive a response within 10 days, we will let you know why and give you a new date for their response.

### **What happens if you are still not satisfied?**

If you have gone through all of the stages above and you feel that your complaint is still not solved, then you report the problem to the organisation that has funded your course or the Prime Contractor (see Appendix 2 at the end of this policy for contact details).

### **Financial irregularity**

If you have any complaint that deals with financial irregularity, e.g. claiming funding through deception, committing fraud, breaking the funding rules, or not delivering training that Get Set UK has received funding from the funding body for, this should be sent to the Corporate Governance Director [cat@getsetuk.co.uk](mailto:cat@getsetuk.co.uk) who will deal with the complaint using Stage 3 of the process above. If the complaints relates to provisions/contracts funded by other Primes/Commissioners, please use the contact details provided in Appendix 2.

### **Confidentiality**

Staff dealing with a complaint under any of the 3 stages will keep the information confidential and any information they share will be on a strict 'need to know' basis.

### **Complaints from young people and vulnerable adults**

Complaints from young people and vulnerable adults will be dealt with according to the procedures

set out above, but need to be handled sensitively. Young people and vulnerable adults will be asked whether their parents/guardians/carers should be informed of the complaint that has been made and the fact that the complaint will be investigated - Some young people and vulnerable adults may not wish their parents or carers to be informed of the complaint, and this would be respected unless there were good reasons not to (e.g. under specific safeguarding grounds). A refusal to inform the parent/carer should not prevent an investigation taking place. Where parents/guardians or carers have been informed they should be invited to attend any investigation meeting and must be informed of the outcomes of the complaint.

Young people and vulnerable adults will be offered support by an independent and appropriately vetted member of staff throughout the period of the complaint/investigation.

## Whistleblowing

At Get Set UK we are committed to the highest possible standards of openness, integrity and accountability. In line with that commitment, Get Set UK encourages its employees, learners and others with serious concerns about any aspect of Get Set UK's work to come forward and voice those concerns under the Whistleblowing Policy.

## Policy Review

This policy shall be reviewed annually and amended accordingly at intervals not exceeding 12 months.

## Related Policies and Procedures

- Whistleblowing Policy
- Safeguarding Policy

## Version Control

Version	Date	Purpose / Changes	Author
2019 V2	January 2020	Annual review	Thomas Harley
2021 V3	January 2021	Annual review	Lisa Russell
2021 V4	August 2021	Full policy review: order of policy sections changed	Cat Barton
2022 V5	June 2022	Full policy review: Acknowledgment period. Contact details of Primes/Commissioners. GSUK Complaints email address. Adjusted informal complaints options. Complaints from young people and vulnerable adults.	Ponja Pataj
2023 V6	28/06/23	Annual Review	Cat Steel
2024 V7	28/06/24	Annual Review	Cat Steel
2024 V8	28/06/25	Annual Review	Cat Steel

## Appendix 1 – Complaints Form

Please make sure you have read our complaints procedure before submitting a complaint.

<b>Your Contact details</b>	
Your Full Name	
Your email address	
Your telephone number	
<b>Complaint Details</b>	
Please provide a summary of what you are complaining about.	
Where did this happen (name of centre or contract)?	
When did this happen?	
How has this impacted on you?	
What would you like to happen next? Please tell us what would help to put this right.	
Is there anything we can do to help you make your complaint (e.g. is there anyone in your family/friends you would like to be informed)?	

Thank you for taking time to complete this form. Please email it to [complaints@getsetuk.co.uk](mailto:complaints@getsetuk.co.uk)

We will use these details to respond to your comments and provide you with the information you requested.

For more details about how Get Set UK uses your personal information, please read our Privacy Statement <https://www.getsetuk.co.uk/privacy>

## Appendix 2 – Contacts

Skills	
Education and Skills Funding Agency	<p>Submit your complaint to <a href="#">enquiry form</a> at <a href="#">Complaints procedure - Education and Skills Funding Agency - GOV.UK (www.gov.uk)</a></p> <p>Write to Complaints Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT.</p>
Employability	
Maximus	<p>Email your complaint to MAXIMUS UK Senior Leadership Team- <a href="mailto:quality@maximusuk.co.uk">quality@maximusuk.co.uk</a></p> <p>Write to Maximus UK Quality Assurance Team, 18c Meridian East, Meridian Business Park, Leicester LE19 1WZ.</p>
Ingeus	<p>Email your complaint to Ingeus National Quality Manager <a href="mailto:feedback@ingeus.co.uk">feedback@ingeus.co.uk</a></p> <p>Write to: Customer Services, Ingeus UK, 5th Floor, 18 Mansell Street, London, E1 8AA.</p>
Fedcap	<p>Email your complaint to Fedcap Customer Excellence Director- <a href="mailto:hello@fedcapemployment.org">hello@fedcapemployment.org</a></p> <p>Write to: Fedcap Employment, Customer Experience, Cleveland Business Centre, Middlesbrough, TS1 2RQ.</p>

If you have complained to the Prime Contractor or Commissioner and are still not happy with the response you have received, you can contact:

- The Parliamentary and Health Service Ombudsman If you're not happy with and **ESFA** final response. You have the right to complain to them through your local MP.
- The Case Examiner (ICE) for escalating a complaint about any other **Prime Contractor's** contract. ICE is impartial, and can mediate between both parties to come to a resolution. **Please note that ICE will only investigate complaints that have gone through the Prime Provider process.** Their contact details are:

**Independent Case Examiner, PO Box 209, Bootle, L20 7WA**

**Telephone 0800 414 8529 / Website: [www.ind-case-exam.org.uk](http://www.ind-case-exam.org.uk)**