

Complaints Policy & Procedure

Approved: April 2025 | Review Due: April 2026

Updated: February 2026

1. Policy Statement

Salt Training Ltd is committed to delivering high-quality training and support to all learners, apprentices, employers, and stakeholders. We actively welcome feedback and recognise the right of individuals to raise concerns or complaints. Complaints are treated seriously, handled promptly, and used to improve the quality of our provision.

This policy is intended to:

- Provide a clear process for raising and resolving complaints
- Ensure fairness, transparency, and timeliness in investigation
- Promote continuous improvement through learning from complaints
- Ensure accessibility and equity in raising complaints for all stakeholders

2. Definition and Scope

A complaint is defined as “an expression of dissatisfaction about the service, actions, or lack of action by Salt Training Ltd, its staff, subcontractors or partners that requires a response.”

This policy applies to:

- Learners and apprentices
- Employers and host organisations
- Parents or carers (where applicable)
- Members of the public
- Staff and subcontractors (in conjunction with the Whistleblowing Policy)

It covers complaints about:

- Teaching, learning, or assessment quality
- Tutor or staff conduct
- Employer placement or delivery concerns
- Discrimination, harassment, or safeguarding
- Facilities, support, administration, or access

Note: This policy does not apply to academic or assessment appeals, which are addressed under our separate Assessment Appeals Policy.

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3. Principles

- Complaints will be dealt with confidentially, fairly, and without prejudice
- Complainants will not suffer detriment for raising a concern in good faith
- All parties will be treated with dignity and updated throughout the process
- Anonymous complaints will be logged and investigated where possible
- Data will be handled in line with our Data Protection Policy and UK GDPR
- Support will be provided to complainants needing reasonable adjustments (e.g. interpreters, accessible formats, advocacy)
- Information about this policy is shared during induction and available via our website and VLE

4. Informal Resolution (Stage 1)

Salt Training encourages the informal resolution of concerns:

- Raise the issue with the relevant staff member (e.g. tutor, assessor)
- Alternatively, contact the Principal, deputy principal, director of SEND or board of governors
- Staff will respond within 5 working days to resolve the issue

Complainants may bring a representative or support person to any discussion. If unresolved, the complainant may proceed to a formal complaint.

Apprenticeship & Funded Learning Queries

For apprenticeship and other funded learning programmes, many concerns arise from misunderstanding rather than dissatisfaction. Before progressing to a formal complaint, Salt Training Limited operates a clarification stage.

Queries may relate to:

- Off-the-job training hours or recording
- Training plan duration or planned end date
- Breaks in learning or change of circumstances
- Gateway or end-point assessment requirements
- English and maths obligations
- Employer responsibilities
- Funding eligibility or evidence requirements
- Learner participation records

Learners or employers should first contact:

- Their Tutor/Assessor (delivery queries); or

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- The Operations Officer (funding, ILR or compliance queries)

A response will normally be provided within **5 working days**.

Where the matter relates to funding compliance, the Managing Director will review the records before a response is issued.

If the concern cannot be resolved at this stage, it may proceed to the formal complaint process.

5. Formal Complaint (Stage 2)

Submit a complaint in writing to: **Info@salttraininglimited.co.uk** or post to the Managing Director.

Please include:

- Full name and contact details
- Nature of the complaint, relevant dates and people involved
- Any supporting evidence (screenshots, letters, documents)
- Whether informal resolution was attempted

Complaints may be submitted in accessible formats (audio, large print, translated) upon request.

Process:

- Acknowledgement within 2 working days
- Investigation by a manager not involved in the issue
- Written response within 10 working days (or updated timescale if extended)

If a resolution is agreed and no further action is required, the complaint may be closed by mutual agreement. Complainants may also withdraw a complaint at any stage in writing.

Additional steps for apprenticeship complaints

Where the complaint relates to apprenticeship provision, the investigation will also include review of:

Apprenticeship Agreement

Training Plan

Individualised Learner Record (ILR) data

Off-the-job training evidence

Progress review records

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Employer agreement (where applicable)

Applicable DfE funding rules

This ensures the outcome reflects both contractual and funding compliance requirements.

6. Appeal (Stage 3)

If dissatisfied with the Stage 2 outcome:

- Appeal in writing to the Managing Director within 5 working days
- A senior manager not previously involved will review the complaint and issue a final response within 10 working days

This concludes Salt Training Ltd's internal complaints process.

7. Complaints Involving Safeguarding or Prevent

Where a complaint relates to:

- Abuse, exploitation, harm or neglect
- Radicalisation or extremist behaviour
- Sexual harassment or identity-based bullying

The concern will be referred immediately to the Designated Safeguarding Lead (DSL) or Deputy DSL. It will be managed under our Safeguarding and Prevent Policy, and external agencies (e.g. Police, Local Authority) may be contacted where required.

8. Employer and Subcontractor Complaints

Employers may raise complaints about any aspect of the apprenticeship programme via the same procedure.

- Where complaints involve apprentices, they will be consulted and supported
- Complaints involving subcontracted provision will be jointly investigated by Salt Training Ltd and the subcontractor, with clear outcomes communicated to the complainant

9. Apprenticeship Funding Escalation

If the complainant remains dissatisfied after the internal appeals process and the complaint relates specifically to apprenticeship funding, eligibility or compliance, they may escalate the matter to the Education and Skills Funding Agency (ESFA):

<https://www.gov.uk/complain-further-education-apprenticeship>

Salt Training Limited will cooperate fully with any ESFA review.

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For non-apprenticeship learners, the organisation will advise the relevant awarding organisation or regulator where applicable.

10. Escalation to External Bodies

If not satisfied with the final decision, complainants may refer the matter to:

- **Awarding Organisation** – for qualification/assessment complaints
- **End Point Assessment Organisation (EPAO)** – for apprenticeship EPA issues
- **ESFA** – for concerns about funded provision: [gov.uk/complain-further-education-apprenticeship](https://www.gov.uk/complain-further-education-apprenticeship)
- **Ofsted** – for safeguarding or systemic quality concerns
- **OIA** – for eligible Higher Education learners (if applicable)

Salt Training Ltd will cooperate fully with any external investigation.

11. Confidentiality, Whistleblowing and GDPR

All complaints are treated in confidence and data is only shared where essential to investigating the issue.

For internal matters relating to malpractice, fraud, or serious misconduct, staff may raise concerns under the Whistleblowing Policy, which allows anonymous or protected disclosure.

12. Roles and Responsibilities

Role	Responsibility
Complainant	Raise concerns clearly and provide evidence
Staff Member	Respond respectfully and escalate appropriately
Principal	Log and monitor all complaints; assign investigators; report trends to SLT
Deputy principal	Carry out impartial investigations and communicate findings
Managing Director	Conduct appeals and oversee policy application
SLT/Governance Board	Review quarterly complaint reports and QIP integration

13. Monitoring, Feedback and Continuous Improvement

- All complaints are logged, tracked, and analysed termly by the Principal
- Trends inform staff training, process changes, and the Quality Improvement Plan (QIP)
- Learners are informed via newsletters, VLE updates or tutorials of changes made as a result of complaints (“You said, we did”)

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- The policy is reviewed annually or sooner if legislation or best practice changes

14. Contact

Email: complaints@salttraining.co.uk

Phone: 01227 204444

Postal Address: Salt Training Ltd, Unit 13, West Industrial Estate, Herne Bay, Kent, CT6 8JZ

Designated Complaint Lead: Principal

Website: www.salttraining.co.uk

Approved by: Kurt Salter

Position: Managing Director

Date: April 2025



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