Complaints Policy

November 2026

This policy will be updated as our business changes and in line with new legislation. It will be reviewed and updated as necessary, a minimum of once a year. Where you see reference to the term ‘student’ in this policy, this applies to all 16-19 study programme students, students on traineeships and apprentices.

Review Date	01.10.2026	**Next Review Date**	01.11.2027
Plan Owners	Tara Hughes Director of Quality		
Governance Sign Off Date			
Chief Executive Officer Signed		**CEO Print**	
Date policy signed off by CEO			

Content

1. **Policy Aim**
2. **Complaint Definition**
3. **Our Responsibility**
4. **The Complainants Responsibility**
5. **Confidentiality**
6. **Complaints Procedure**
7. **Qualification Appeals**
8. **Education and Skills Funding Agency**
9. **Related Documents**

1. Policy Aim

This Complaints Policy is for: students, parents, guardians; authorised representatives of the students; employers and stakeholders.

Juniper Training Ltd is committed to providing quality training programmes for our students in a way that builds the trust and respect of all staff, students and employers. One of the ways in which we can continue to improve our service is by listening and responding to the views of our staff, students, parents/guardians and employers. Particularly by responding positively to complaints and when necessary making changes to improve the service provided.

Therefore, we aim to ensure that:

- We take complaints seriously and treat a complaint as a clear expression of dissatisfaction with our service or staff which calls for an immediate response
- We deal with each complaint promptly, politely and confidentially
- We respond in the right way, with an explanation, or an apology when we have got things wrong and by providing information on any action taken
- We learn from complaints and use them to improve our service
- We review our complaints policy and procedures annually

We recognise that many concerns will be raised informally. Our aim then is to resolve informal concerns quickly and enable mediation between staff, the student or employer as required.

If an informal approach cannot be achieved, then the formal complaints procedure should be followed.

Formal complaints and Whistleblowing made by employees of Juniper Training are dealt with in line with the Grievance Procedure and Whistleblowing Procedure outlined in the Staff Handbook.

2. Complaint Definition

We define a complaint as:

'Any expression of dissatisfaction, with us as a company or with a member of our staff, a student or employer that requires a formal response'.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

3. Our responsibility

The Senior Management Team and all those in managerial or supervisory roles are responsible for developing and encouraging good service practices within their teams. Compliance with our Complaints Policy is the responsibility of all members of the staff. When formal complaints arise we will:

- Acknowledge any formal complaints in writing
- Respond within an agreed and stated period of time
- Deal with all complaints fairly, promptly, consistently and confidentially
- Deal with every complaint individually
- Take appropriate action when required
- Conclude the outcome of any formal complaints in writing

4. The Complainant's Responsibility

The complainant should adhere to our complaints policy and:

- Bring their complaint to our attention as quickly as possible (normally within 1 week of the issue arising)
- Raise concerns promptly and directly with a member of staff
- Explain the problem as clearly and as fully as possible, including any action taken to date by us
- Make every attempt to maintain confidentiality
- Allow a reasonable time for us to investigate and deal with the matter
- Recognise that some circumstances may be beyond our control

5. Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that we 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 and dealt with appropriately.

6. Complaints Procedure

Stage 1 – Informal

In the first instance you should contact the centre/site's Performance Manager or Apprenticeship Contract Manager via telephone, email or face to face, clearly stating the nature of your complaint and how you feel the situation should be resolved. Complaints will normally be dealt with and resolved within 15 workings days.

If you are unable to resolve the issue informally, or if the complaint is regarding the centre/site's Performance Manager or Apprenticeship Contract Manager, please follow stage 2.

Stage 2 – Formal

If the complaint has not been resolved at stage 1, you will need to contact the relevant senior manager:

Study Programme (centres) & Traineeships	**Michelle Roberts**
Apprenticeships	**Sue Hair**
Sports Provision	**Tara Hughes**

At stage 2, complaints need to be put in writing via email or letter stating that your complaint is confidential. In your letter/email you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

Contact details for all formal complaints are as follows:

Juniper Training Ltd.
Central Support Services
5 Element Court
Hilton Cross Business Park
Wolverhampton
WV10 7QZ

Tel: 01902 864194

Email addresses:
Michelle Roberts – Director of Foundation Learning: michelle.roberts@junipertraining.co.uk
Sue Hair – Director of Apprenticeships: sue.hair@junipertraining.co.uk
Tara Hughes – Director of Quality: tara.hughes@junipertraining.co.uk

You can expect us to acknowledge your request and formulate a written response within 15 workings days.

Our aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative.

If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Stage 3 – Final Stage

If you are not satisfied with the subsequent reply, then you have the option of appealing, stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response.

The complaint will then be escalated to the Chief Executive Officer who will normally respond within 15 working days to inform you if any action will be taken to investigate your complaint further and when you can expect to hear the outcome of the investigation, the decision of the Chief Executive Officer is final. Contact details for all escalated complaints are as follows:

Lesley Holland – Chief Executive Officer
Juniper Training Ltd.
Central Support Services
5 Element Court
Hilton Cross Business Park
Wolverhampton
WV10 7QZ

Email: lesley.holland@junipertraining.co.uk

7. Qualification Appeals

Please adhere to Juniper Training's Appeals Procedure.

8. Department for Education (DfE) – Information from the Department

If you are dissatisfied with the processing of, or response received in relation to any complaint, then you can escalate the complaint to the Department for Education.

You can make a formal complaint if you are not able to solve your issue informally by following the organisation's published complaints procedure.

If you do not have the complaints procedure, ask your organisation for a copy.

The complaints procedure should tell you:

- What you need to send to make your complaint, for example a completed form or written evidence
- Where to send your complaint
- How the organisation will treat your complaint, for example who will see it and possible outcomes
- When you can expect a decision
- If you're unhappy with the outcome

You can complain to the Department for Education (DfE) about how your complaint was handled as long as your organisation is one of the following:

- Further education college
- Learning organisation that offers qualifications or apprenticeship schemes
- Sixth-form college that is not an academy
- Learning organisation that offers courses for people who are under 25 and have a learning disability

DfE does not deal with complaints about employment issues (for example, a problem with your contract if you're working as an apprentice).

You can make a complaint using DfE's customer help portal – accessed here:

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

DfE will reply to let you know what will happen next.

You must contact DfE within 12 months of the issue happening.

Please Note: Before making a complaint to the DfE about any post-16 training provider, college or employer you should have exhausted the provider's own complaints procedure, including any appeals process.

9. Related Documents

- Juniper Training Staff Handbook
- Apprenticeship Agreement & Training Plan
- Employer Service Level Agreement
- Qualification Appeals Procedure