

POLICY & PROCEDURES

Complaints Policy & Procedure

POLICY OVERVIEW & INTENT

Policy No	KAOPS003	Version	V4.3
Policy Owner	Quality Manager	Date Last Reviewed	10/02/2026

POLICY AIMS

Kingdom Academy aims to consider complaints and achieve a fair and timely resolution in all cases. Kingdom Academy aims to ensure that any complaints from any service or stakeholder is responded to and monitored effectively. This procedure describes how all complaints received from learners, apprentices, clients, employers and visitors should be progressed

SCOPE

This policy and procedure applies to all learners, employers and stakeholder that are or have undertaken a Kingdom Academy programme of learning. The process also applies to all staff and associates of Kingdom Academy.

DEFINITIONS

A complaint is an expression of dissatisfaction about an act, omission, decision, or a service provided by us. Dissatisfaction may arise from the actions of a member of Kingdom Academy staff, or from an area or program of work that we are involved in. Complaints provide an opportunity to listen, learn and act on the feedback of our stakeholders'

What does good customer service look like?

- We welcome all feedback.
- We put the customer first to make their service experience special
- We provide a simple and straight forward communication process and trained people to provide a prompt and satisfying response.
- We provide accurate and factual information.
- We review data to make service enhancing decisions.
- We endeavour to ensure we have trained people to provide a prompt and satisfying response.

POLICY & PROCEDURE

KINGDOM PHILOSOPHY

Strong customer relationships are at the heart of Kingdom. We pride ourselves on our ability to operate in partnership with our customers, working closely to deliver jointly agreed objectives and knowing each customer and their environment.

So how have we established strong organisational partnerships? Kingdom believes that the most enduring partnering arrangements are built around five key elements:

1. Identify and understand mutual interests (shared goals and objectives)
2. Mutual trust (being open and honest in all dealings)
3. Having strong personal relationships with effective communication
4. Taking a long-term view
5. Meeting, even exceeding, the expected outcomes

In implementing such arrangements, there can be no shortcuts or half measures. Building successful relationships takes hard work, good communication on and total honesty. A complaint within Kingdom should be seen as an opportunity to improve and learn.

In addition, both parties must understand how the other defines 'success' in terms of their business arrangements and this must be expressed in a form that is both identifiable and measurable.

Since the outcome of this approach cannot be left to chance, we commission regular reviews of the workings of our business partnering arrangements to assess where they are working well and also to look for the tell-tale signs of where they might fail.

Our aim is to build an enduring reputation that Kingdom is not just an organisation which delivers the goods but is easy and pleasurable to do business with.



GENERAL PRINCIPLES

All complaints should be investigated at the appropriate level, (e.g. for learners and apprentices the first point of contact should be their tutor, mentor or ATC) and all investigations should be conducted sensitively with due regard to the rights and confidentiality of the complainant and any member of staff involved.

Where a member of staff is named in a complaint s/he should normally be informed of the nature of the complaint and given the opportunity to discuss the issue and where appropriate deal with the

complaint directly. Staff named in a complaint will have access to personal support at any point in the process.

The outcome of a complaint should normally be made known to any staff involved and the complainant.

Kingdom Academy aims to eliminate the causes of complaints by learning from each occasion how we have failed to meet the required standard and by implementing effective corrective/preventive actions.

MAKING A COMPLAINT

A complaint can be made in person, by phone, or in writing (including e-mail) either directly to a member of staff or the Quality Manager using the following contact details:

E-Mail: **complaints@kingdom-academy.co.uk**

Tel: **01744 412 427**

Address: **Kingdom House, 1 Woodlands Park, Ashton Road, Newton-le-Willows, WA12 0HF.**

Anonymous complaints will be processed in a manner as if they had a named complainant and the outcome of the complaint will be recorded.

STAGE 1 COMPLAINTS

It is anticipated that the majority of complaints can be resolved satisfactorily on an informal basis at a local level.

Initial complaints are progressed as a Stage 1 complaint and investigated by the appropriate staff member. However, these can be elevated to Stage 2 complaints if they are:

- of a sufficiently serious nature, e.g. major health and safety issues; maladministration
- allegations of misconduct, unprofessional behaviour, reputational damage, violence, abuse, etc;

STAGE 1 COMPLAINTS PROCESS

- The complaint will be recorded and forwarded to the Quality Manager using the complaints log.
- The Quality Manager confirms the level of complaint and assigns Stage 1 to the most appropriate staff member for investigation. Stage 2 complaints are undertaken by the Quality Manager.
- The staff member investigates the complaint and reports the findings to the Quality Manager.
- A full written response to the complainant will be provided within 10 working days.

- Where a complainant is asked to attend a meeting to discuss the complaint, s/he has the right to be accompanied by one other person of their choice. A note of the meeting should be taken and entered into the record.
- All records of the complaint and its outcomes should be recorded and retained securely meeting the requirements of the Data Protection Act 2018.
- Where the nature of a complaint is deemed to be of a serious nature and/or may be related to a breach of the law, the complaint should be immediately escalated to the Senior Management Team for further guidance.
- Care must be taken to ensure all communication is in an accessible form that meets the complainant's needs.

STAGE 2 COMPLAINTS

It is recognised that some issues cannot be resolved at a local level. Consequently, there is a need to have a further, more formal procedure.

Stage 2 complaints are initiated when:

- The complainant is not satisfied with the outcome of the Stage 1 complaint.
- The complaint is of a sufficiently serious nature or a significant issue, e.g. major Health and Safety issues, allegations of misconduct, unprofessional behaviour, reputational damage, violence, abuse, etc.

Stage 2 complaint investigations are co-ordinated by the Quality Manager.

STAGE 2 - COMPLAINTS PROCESS

- A full response will be provided to the complainant within 10 working days.
- Where a complainant is asked to attend a meeting to discuss the complaint, s/he has the right to be accompanied by one other person of their choice. A note of the meeting should be taken and entered into the record.
- Where a complaint is made against a member of the Management Team the complaint will be investigated directly by the Chief Services Officer and/or a Board member.
- Where serious allegations are made against a member of staff, the complaint will be investigated by the Chief Services Officer. In exceptional circumstances the matter may be referred to another appropriate body. Internal investigations and disciplinary action may continue regardless of the outcome.
- Care must be taken to ensure all correspondence is in an accessible form that meets the complainant's need.

APPEALS

- The complainant has the right to appeal if s/he is dissatisfied with the outcome of the Stage 2 complaint.

- An appeal against the outcome of a complaint should normally be lodged within 30 days of the conclusion of the formal complaint. An appeal should be made to the Quality Manager in writing, outlining the grounds for appeal including any new information, which was not available at the time of the original complaint.
- The appeal should be acknowledged within 3 working days.
- The Quality Manager will review the case and may carry out additional investigations if new information merits it, if s/he finds that the formal complaint procedures have not been followed or that the complaint has not been handled fairly.
- For apprentices or employers of apprentices who do not feel their complaint has been resolved to their satisfaction they can contact the Education and Skills Funding Agency (ESFA) via the following email address: complaints.esfa@education.gov.uk

Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

Where a complaint/appeal has been made regarding the delivery or assessment of regulated qualifications or apprenticeship assessment and where the complaint has not been resolved to the complainant's satisfaction this should be brought to the attention of the appropriate awarding organisation. As Kingdom Academy work with a number of different awarding organisations the links to their complaints policies are detailed below;

- [Policies - CMI \(managers.org.uk\)](http://managers.org.uk)
- [Microsoft Word - CityandGuilds Complaints Policy v1.3](#)
- [Complaints process - Chartered Institute of Housing \(cih.org\)](http://cih.org)

CORRECTIVE/PREVENTIVE ACTION

For justified/partially justified complaints the investigator must identify, and record, effective corrective/preventive action(s) to prevent recurrence of the issue/failing. The action(s) must be assigned and have a target date for completion.

Examples of preventative measures to improve service-related issues

- Increase customer/learner reviews
- Provide an employee capability review
- Benchmark performance
- Conduct personal development reviews
- Implement quality improvement plans
- Conduct internal audits and self-assessment

MONITORING, REVIEW AND EVALUATION

The Quality Manager monitors frequency and causes of complaints quarterly. An analysis of complaints identifies commonalities and opportunities for improvement. Actions for improvements are reported at Board level and inform the Quality Improvement Plan.

POLICY AND PROCEDURE - APPENDICES & REVIEW

Related Documents

- Complaints Log

Version Control

VERSION	Approved by	Signature	Revision Date	Summary of Change	Author
V4	Matt Hoyle		5 th September 23	Transfer to KA Template	Matt Hoyle
V4.1	Matth Hoyle		1 st July 2024	Minor amendments to change of job title	Matt Hoyle
V4.2	Sarah Oates		10 th September 2024	- Integration of KSG Philosophy, definitions and Preventative measures - Change of address to KSG Head office - Change of Owner/Handler to Head of Quality	Sarah Oates
V4.3	C Coxon		10 th February 2026	Updated Head of Quality to Quality Manager	Christine Coxon