

# COMPLAINTS POLICY

**Policy Review Date:** 1 April 2026

**Next Review Date:** 1 April 2027

## 1. Purpose

Footprint School of Business (FSOB) is committed to delivering high-quality education, training, and support services. This policy provides a clear and fair process for learners and stakeholders to raise complaints where expectations have not been met.

The purpose of this policy is to:

- Ensure complaints are handled fairly, consistently, and transparently
- Provide a structured process for prompt resolution
- Protect learners from disadvantage when raising concerns
- Support continuous improvement through feedback

## 2. Scope

This policy applies to:

- All learners enrolled at FSOB
- Prospective learners and applicants
- Employers or stakeholders associated with FSOB provision
- All staff involved in delivery, assessment, administration, and support

This policy covers complaints relating to:

- Teaching and learning delivery
- Support services and administration
- Facilities and resources
- Staff conduct and behaviour

**This policy does not cover:**

- Appeals against assessment decisions (see Academic Appeals Policy)
- Safeguarding disclosures (managed under Safeguarding Policy)

### 3. Key Principles

FSOB ensures that all complaints are handled in line with the following principles:

- **Fairness and impartiality:** Complaints are investigated objectively
- **Confidentiality:** Information is handled securely and appropriately
- **No detriment:** Learners will not be disadvantaged for raising a complaint
- **Timeliness:** Complaints are addressed within defined timescales
- **Transparency:** Processes and outcomes are clearly communicated
- **Proportionality:** Responses reflect the seriousness of the complaint

### 4. Objectives

The complaints process aims to:

- Provide an accessible and clear route for raising concerns
- Resolve issues promptly and effectively
- Encourage early, informal resolution where appropriate
- Use feedback to inform quality improvement (SAR and QIP)
- Maintain high standards of service delivery

### 5. Complaints Procedure

The complaints process consists of three formal stages:

#### Stage 1: Informal Resolution

Learners are encouraged to raise concerns informally in the first instance.

- The complaint should be raised with the relevant tutor, assessor, or staff member
- The issue will be reviewed and resolved where possible
- A response will be provided within 5 working days

#### Outcome:

- Issue resolved informally, or

- Escalation to Stage 2

### **Stage 2: Formal Complaint**

If the issue is not resolved, the learner may submit a formal complaint.

#### **Submission Requirements:**

- Completed Complaints Form (CSP)
- Clear description of the issue
- Supporting evidence (if applicable)

#### **Process:**

- Complaint acknowledged within 3 working days
- Investigation conducted by a Programme Leader or Quality Lead
- Written outcome provided within 10 working days

#### **Possible Outcomes:**

- Complaint upheld
- Complaint partially upheld
- Complaint not upheld
- Actions or recommendations issued

### **Stage 3: Escalation to Senior Management**

If the learner remains dissatisfied, the complaint may be escalated.

#### **Process:**

- Reviewed by Senior Management (e.g. Director / Centre Manager)
- Independent review of all evidence
- Final decision issued within 15 working days

This decision is final at centre level.

## **6. Escalation to Awarding Organisation**

If the complainant remains dissatisfied after all internal stages:

- They may escalate the complaint to the Awarding Organisation
- FSOB will cooperate fully with any external investigation

## **7. Recording and Documentation**

FSOB maintains a Complaints Register which records:

- Nature of complaint
- Dates and actions taken
- Outcomes and resolutions
- Lessons learned

All records are:

- Stored securely
- Retained in line with data protection requirements
- Made available for EQA review

## **8. Monitoring and Continuous Improvement**

Complaint data is reviewed regularly to identify trends and improve provision.

This includes:

- Analysis of recurring issues
- Identification of staff training needs
- Improvements to delivery, support, or processes

Findings feed into:

- Self-Assessment Report (SAR)
- Quality Improvement Plan (QIP)

## **9. Roles and Responsibilities**

**Staff (Tutors/Assessors):**

- Address concerns promptly at Stage 1
- Provide clear and professional responses

**Programme Leaders / Quality Lead:**

- Investigate formal complaints
- Ensure fair and consistent outcomes

**Senior Management:**

- Oversee escalated complaints
- Ensure compliance and quality assurance

**Learners:**

- Raise complaints appropriately
- Provide accurate information and evidence

**10. Equality, Diversity and Inclusion**

FSOB is committed to ensuring that the complaints process is:

- Accessible to all learners
- Free from discrimination
- Supportive of individual needs

Reasonable adjustments will be made where required.

**11. Malicious or Vexatious Complaints**

Where a complaint is found to be deliberately false or malicious:

- Appropriate action may be taken in line with centre policies

**12. Confidentiality and Data Protection**

All complaints will be handled in accordance with:

- UK GDPR
- Data Protection Act

Information will only be shared where necessary.

**13. Timescales Summary**

<b>Stage</b>	<b>Action</b>	<b>Timescale</b>
Stage 1	Informal resolution	5 working days
Stage 2	Formal investigation	10 working days
Stage 3	Senior management review	15 working days
Acknowledgement	Formal complaint	3 working days

#### **14. Contact Information**

Quality/Complaints/General Enquiries: [info@fsob.co.uk](mailto:info@fsob.co.uk)