



Skills Funding  
Agency

# Complaints About Providers of Education and Training

April 2013

Of interest to all learners and providers of education and training

## **Complaints about Providers of Education and Training**

### **Chief Executive of Skills Funding (the Skills Funding Agency)**

The Chief Executive of Skills Funding (the Chief Executive) is a statutory post established by the Apprenticeships, Skills, Children and Learning Act 2009 to fund and promote adult further education (FE) and skills training and Apprenticeships in England. The Skills Funding Agency (the Agency) describes the Chief Executive and the staff appointed by her to carry out functions on her behalf.

The Agency and providers of education and training (providers) should be receptive to genuine expressions of dissatisfaction; complaints should be dealt with promptly, fairly and proportionately. Action taken as a result of complaints should help to improve the quality of post-19 education and training and Apprenticeships.

In dealing with complaints, the Agency will take account of its duty to promote equality and diversity.

### **Introduction**

This leaflet informs you how to make a complaint about a provider once you have exhausted the provider's own complaints procedure and outlines:

- what to do if you have a complaint
- the role of the Agency
- what the Agency does when it receives your complaint
- what the Agency cannot do
- what to do if you have a complaint about potential financial irregularity.

## **Making a complaint**

### **Who can complain?**

This procedure is primarily for learners, but anyone with a relevant interest in the provider, such as a parent or an employer, can make a complaint.

### **Which organisations can you complain about?**

- 1) General FE colleges (covering provision for all ages).
- 2) Private and charitable training providers, where the complaint is related to the delivery of education and training to learners who have attained the age of 19.
- 3) Apprenticeship programmes, including 16- to 18-year-olds undertaking an Apprenticeship.

### **What to do if you have a complaint**

First try to resolve it with the provider. Copies of the provider's complaints procedure should always be available at reception or learner services. If not, contact the Principal or most senior manager directly.

The Agency will not usually deal with a complaint until the provider's complaints procedure has been exhausted, unless the complaint is about potential financial irregularity. This is to give you and the provider the opportunity to resolve the complaint between yourselves.

You will be expected to make your complaint as soon as possible after the event about which you are complaining occurred.

### **The Role of the Agency**

Your complaint will be investigated in accordance with the Agency's procedure for investigating Complaints about Providers, a copy of which is available at <http://skillsfundingagency.bis.gov.uk/aboutus/contactus/complaints/>.

Your complaint will be investigated by the Area Relationship Team based in the area in which the provider is located. The contact details for these are set out at

the back of this leaflet. Where a complaint concerns Apprenticeship provision, the appropriate officer will liaise with the National Apprenticeship Service (NAS). Where a complaint is about potential financial irregularity, it will be passed to the Agency's Strategic Intervention Team for investigation.

The Agency's role is primarily to ensure that the provider's procedures are working effectively. The Agency reviews the processes the provider has gone through when dealing with your complaint and the decisions that have been made. The Agency will not substitute its decision for the provider's where the provider has followed its procedures and the decision is reasonable.

### **Types of complaint**

The types of complaint that the Agency can consider are:

- the quality or management of learning provision
- undue delay of non-compliance with published procedures
- poor administration by the provider
- equality and diversity issues (except where there is a more appropriate mechanism for dealing with the matter through the courts, tribunals or other organisations)
- health and safety concerns (unless these are matter for the Health and Safety Executive)
- although the Agency does not fund higher education (HE) courses in FE colleges, the Agency will investigate complaints made by learners following HE courses in FE colleges
- courses funded by a 24+ Advanced Learning Loan.

The types of complaint the Agency **cannot** consider are:

- examination results or curriculum content where a more appropriate form of redress would be the examining body or the Office of Qualifications and Examinations Regulation (Ofqual)

- individual employment issues (not in the wider public interest) which are a matter for the employer and the employee, where employment law provides appropriate remedies
- contractual disputes such as those arising from a contractual agreement between the complainant and the provider, unless this relates to a course funded by a 24+ Advanced Learning Loan
- matters that are the subject of legal action, or where legal proceedings are the most appropriate way of resolving the dispute.

In all cases, your **Area Relationship Team** will try to point you in the right direction if they are not able to deal with your complaint.

### **How to make a complaint**

First exhaust the provider's complaints procedure. If you are unhappy with the outcome, contact your Area Relationship Team using the contact details at the back of this leaflet. You should make your complaint to the Agency within three months of the provider's decision. This is normally three months from when the provider's complaints procedure has been exhausted and the provider cannot investigate further. The reason for this is that it can be difficult to investigate complaints fairly where a long period has passed since the events complained about took place.

### **What the Agency will do?**

The Area Relationship Team will usually ask you to put your complaint in writing, an email or by fax. If you have difficulty providing details in writing, the Area Relationship Team will consider alternative ways of receiving the information.

In most cases, the Area Relationship Team will need to identify you to the provider. This will help greatly in investigating your individual complaint. They will check with you before doing so, but it can be difficult to investigate a personal complaint without revealing the person's name. If the complaint is about potential financial irregularity, the Agency will respect anonymity as long as it does not impede an investigation.

The Area Relationship Team will encourage you and the provider to reach an agreement on the complaint. If this is not possible, they will investigate the way in which the provider has dealt with the complaint and whether their conclusions are reasonable and justified.

If your complaint is justified, the Area Relationship Team may make recommendations to the provider to remedy any difficulties you have suffered or prevent the situation happening again. These recommendations will be followed up by the Area Relationship Team with the provider.

## **Area Relationship Teams**

### **London Area**

Director Area Relationship Team  
Skills Funding Agency  
1 Victoria Street  
London  
SW1H 0ET  
**Tel: 020 7904 0750**

### **West Midlands Area**

Director Area Relationship Team  
Skills Funding Agency  
15 Bartholomew Row  
Birmingham  
B5 5JU  
**Tel: 0121 345 4603**

### **South Central Area**

Director Area Relationship Team  
Skills Funding Agency  
Eagle Point, Little Park Farm Road  
Segensworth  
Fareham  
PO15 5TD  
**Tel: 01489 558 539**

### **East Midlands Area**

Director Area Relationship Team  
Skills Funding Agency  
Apex Court  
City Link  
Nottingham  
NG2 4LA  
**Tel: 0115 872 6335**

### **South West Area**

Director Area Relationship Team  
Skills Funding Agency  
Foliot House  
Budshead Road  
Plymouth  
PL6 5XR  
**Tel: 01752 754 026**

### **South East Area**

Director Area Relationship Team  
Skills Funding Agency  
2nd Floor The Observatory  
Brunel  
Chatham Maritime  
Kent  
ME4 4NT  
**Tel: 01634 800 818**

**Thames Valley Area**

Director Area Relationship Team

Skills Funding Agency

Pacific House

Imperial Way

Reading

Berkshire

RG2 0TF

**Tel: 0118 908 2157**

**Central Eastern Area**

Director Area Relationship Team

Skills Funding Agency

The Business Centre

Station Road

Histon

Cambridgeshire

CB24 9LQ

**Tel: 01223 771 874**

**Liverpool/Cumbria/Lancashire**

Director Area Relationship Team

Skills Funding Agency

12 Princes Dock

Liverpool

L3 1DE

**Tel: 0151 672 3437**

**North East**

Director Area Relationship Team

Skills Funding Agency

Moongate House

5th Avenue Business Park

Team Valley

NE11 0HF

**Tel: 0191 492 6303**

**Manchester/Cheshire & Warrington****Stoke & Staffordshire**

Director Area Relationship Team

Skills Funding Agency

Arndale House

Arndale Centre

Manchester

M4 3AQ

**Tel: 0161 261 0531**

**Yorkshire & The Humber**

Director Area Relationship Team

Skills Funding Agency

The Cube

123 Albion Street

Leeds

LS2 8ER

**Tel: 0113 341 1659**





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