



## Complaints Procedure

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If you are unhappy with the service provided by Fuel - whether it is the learning experience, assessment, the support you are receiving or about staff or the organisation itself - we promise to take your complaint seriously and confidentially.

We also aim to resolve your complaint as speedily as possible.

If you have a complaint about any decision that we have made that affects you - for example, if you feel that you have received the wrong grade for an assessment, you should use the Appeals Procedure.

For all other issues and grievances, use this Complaints Procedure.

We are always pleased to receive compliments and complaints because they help us improve the service we provide, both for you and other learners, customers and partners.

We're also interested in your ideas for improving our service. We use the information you give only to improve things. Passing on personal information about you is protected by General Data Protection Regulations.

### **If you want to complain, here's what you can do.**

It helps if you complain straight away to the people involved, as they may be able to put things right immediately. You should make your complaint within 3 months of the event or problem occurring.

At any stage, you can register a formal complaint by any of the following methods:

By telephoning 0121 651 1200 and speaking to Sarah Webb, Operations Manager

By sending a letter to Fuel Learning, 8 Villier's Court, Copse Drive, Meriden Business Park, Coventry, CV5 9RN

By email to [sarah.webb@fuellearning.com](mailto:sarah.webb@fuellearning.com)

Give as much information as you can, including times, dates, places and names. You will get a full response within two weeks of receipt of your complaint.

If you still aren't satisfied, you can make an appeal, in writing if possible, to the Managing Director, Ian Prentice, at the address above.

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He will investigate further and respond to you, usually within 5 working days of receiving your appeal.

There is a final stage that you can go through if you are still not satisfied after appealing to the Managing Director; you can appeal to the Education and Skills Funding Agency but they won't handle your complaint unless you have tried all the other routes first, and still aren't satisfied.

You must contact the ESFA within 12 months of the incident and you should contact them either by email at: [complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk) or by writing to them at: Complaints Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT.

The ESFA will acknowledge your complaint and will let you know what will happen next.