



Feedback and Complaints Policy

Introduction

Fuel Learning believes that feedback from learners, clients and partners is essential to enable the continuous improvement of the level of service it offers. Fuel Learning will consider such feedback within the context of overall planning and ensure it responds with appropriate action. “Feedback” is taken to mean comments, compliments or complaints.

We consider a complaint to be an indication of any dissatisfaction, disagreement or appeal against a decision made by Fuel Learning.

Aims of the policy

- Define a range of opportunities for collection of feedback from learners and customers
- Set standards for the collection and analysis of feedback, e.g. frequency of collection, survey design, and sampling methods
- Clearly define key roles and responsibilities for carrying out feedback collection and analysis
- Identify appropriate reporting mechanisms for feedback to ensure that action is taken.

Implementation of the policy

The main vehicles for collecting and analysing feedback are:

- The recording, monitoring and analysis of complaints using the Complaints Procedure
- Modular learner feedback
- Annual learner survey
- Annual employer survey
- Ad-hoc targeted surveys developed to collect specific feedback from learners about particular processes or activities, e.g. Equality and Diversity, Health & Safety audit
- Ad-hoc feedback from learners, employers and members of staff

Methodologies, procedures and monitoring details for each are suggested in Appendix B.



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Learners are informed about methods of feeding back during learner induction and through the learner handbook.

Responsibilities

The policy will be managed by the Senior Leadership Team and monitored through:

- Appropriate data collection, analysis and reporting (see Appendix B)
- Annual policy review
- Monitoring the results of any corrective action taken.

Appendices

A - Complaints Procedure

B - Feedback Methods



Feedback and Complaints Policy

Appendix A: Complaints Procedure

If you are unhappy with the service provided by Fuel Learning - 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 07720634365 and speaking to Vicky Harris, Apprenticeship Manager

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

By email to vicky@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.



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

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

We seek to resolve all complaints within 30 working days.

There is a final stage that you can go through if you are still not satisfied after appealing to the Managing Director. Your complaint can be escalated through 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 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 within 5 days and will let you know what will happen next.



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Appendix B: Feedback Methods

The main feedback data collection points are as follows:

Analysis of complaints

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| Purpose | To record and analyse learner, potential learner, customer and partner feedback collected through the Complaints Procedure in order to improve performance |
| Sample | People choosing to feed back |
| Method & collection | Promotion of Complaints & Appeals Procedures at induction and elsewhere (e.g. Fuel Learning website, OneFile) Through logging of complaints |
| Analysis and management of results | Annually, by Quality Team |
| Publication/use of results to inform action | In individual action on behalf of complainants, in the Self Assessment Report (SAR) and Improvement Plans, in annual policy and strategy reviews. |

Modular learner feedback

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| Purpose | To provide feedback on the learner experience, gauge effectiveness of the programme and identify areas for improvement. After the first module this will also ensure that all learners have a full understanding of their programme and the process involved |
| Sample | All learners attending a module |



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| Method & collection | Through the Fuel Learning Management System |
| Analysis and management of results | Individual responses circulated to Managing Director, and Apprenticeship Manager on receipt. Overall results analysed on a monthly and annual basis by Apprenticeship Data Co-ordinator |
| Publication/use of results to inform action | Monthly results reviewed at Quality Meetings. Annual results used to inform curriculum design. |

Annual learner survey

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| Purpose | To provide feedback on the learner experience, gauge effectiveness of programmes and identify areas for improvement |
| Sample | All learners on programme |
| Method & collection | Through the booking system or online portal in June each year |
| Analysis and management of results | Overall results analysed by Apprenticeship Data Co-ordinator |
| Publication/use of results to inform action | Evaluation Report produced to feed into the Self Assessment Report and Quality Improvement Plans and reflected in annual policy and strategy reviews. |

Annual employer survey



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| Purpose | To obtain the views of employers on the effectiveness of the programmes we run and the impact on their business. To identify areas for improvement. |
| Sample | Line managers, senior managers and other key personnel. |
| Method & collection | Through face to face or telephone interviews, supported by online responses where appropriate. |
| Analysis and management of results | Overall results analysed by Apprenticeship Data Co-ordinator |
| Publication/use of results to inform action | Evaluation Report produced to feed into the Self-Assessment Report and Quality Improvement Plans and reflected in annual policy and strategy reviews. |

Ad-hoc targeted surveys

From time to time, Fuel Learning will carry out additional surveys or commission reports designed to elicit particular information.

Ad-hoc feedback from learners, employers and members of staff

We are always keen to receive feedback, positive or negative and will always consider any issues raised.