

Customer Complaints Procedure

We expect all course candidates, apprentices and employers to receive high levels of customer service, to be treated equitably and with respect. If you are unhappy with the service provided by Rebus Training, we want you to tell us.

NOTE – if you feel that an assessment decision has been unfair, or you disagree with an assessment grading you should follow our **Appeals Procedure**. Please contact our training team on 01782 976555 for further information. For all other complaints please follow this procedure.

Stage One - informal

It often helps to raise a complaint straight away. If you feel able to do so, speak directly to the individual concerned or a Senior Manager explaining your complaint and concerns. We would expect our team to deal with your concerns quickly and fully if they are able to do so. If your complaint is not addressed quickly and to your full satisfaction you should lodge a formal complaint as detailed in Stage Two.

Stage Two - Formal

Please submit a formal explanation of your complaint in writing (email or letter).

Any complaint should be lodged within 3 months of the date of complaint occurring. The complaint should detail:

- Your details (name, address, contact number and email address)
- Training course or apprenticeship group attended
- Date(s) of occurrence
- Nature of the complaint, to include
 - who was involved, who does your complaint concern, where were you and who else was present?
 - specific and factual details
 - why it was significant, inappropriate or unacceptable to you
- what would be an acceptable resolution to the complaint?

We will acknowledge all complaints within 3 working days. A record of all correspondence will be retained. The acknowledgement will detail who your single point of contact is for the complaint investigation and the timescale for the complainant to be notified of an outcome to their formal complaint. Normally complaints are dealt with within 28 working days of Rebus Training acknowledging receipt.

At this stage, the complaint will be passed to a relevant Senior Manager. They will seek to ascertain the key facts of the case and will speak to all parties concerned. Regardless of the outcome of the complaint, the Senior Manager will reply to the complainant detailing the action taken to investigate the complaint, any conclusions that were reached and any action taken as a result of the complaint.

Stage Three – Appeal

If the outcome from Stage Two is not acceptable to the complainant, they have a right to appeal against the outcome. Any appeal should be made within one month of receiving notification of the outcome of a Stage Two.

An Appeals Panel will be formed. This will typically consist of at least one Joint Managing Director and a Senior Manager. These panel members will not have been involved with earlier stages of the appeal process.

We will acknowledge all appeals within 3 working days. The acknowledgement will name who the Lead for the Appeal Panel is and the timescale for the complainant to be notified of an outcome to their Appeal. Normally Appeals are dealt with within 28 working days of Rebus Training acknowledging receipt.

As a customer focussed provision Senior Managers would expect to resolve all complaints at Stage One or Two. Complaints are reviewed as part of our Quality Management meetings to identify any trends which may indicate a need to take further action.

Apprentices Only – Right to Final Appeal

Apprentices funded through the Education and Skills Funding Agency may submit a final Appeal directly to the ESFA. This route should only be considered once the apprentice has exhausted all options of the Rebus Training Ltd complaints procedure, including any appeals process.

Please use the following link to determine eligibility criteria for such an Appeal, to find further information and obtain contact details.

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

You should email complaints to complaints.esfa@education.gov.uk, or put them in a letter to:

Customer Service Team,
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT

To contact any member of staff at Rebus Training please use any of the following details:

Rebus Training Ltd
Unit 4 Westlake Trading Estate
Canal Lane
Stoke on Trent
ST6 4PA

Tel: 01782 976555
Email: info@rebustraining.co.uk