



COMPLAINTS POLICY 2026



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1.0 Purpose

The aim of this policy is to protect the interest of our learners and others by ensuring our decision-making process is fair and transparent. This is done by allowing anyone dissatisfied with the products/services delivered by Build Skills, the right to complain against service level agreements that they feel have not been honoured. Our learner and employers feedback drives what we do and trends, patterns and feedback from complaints are fed into our quality improvement system. Our aim is to continuously improve our learner service.

Natural Complaints received through learner voice, learner or employer surveys or whilst visiting employer premises will be dealt with by a Lead IQA. All complaints will be logged on our complaints log. If you are not satisfied by the response or the way in which a complaint has been handled please use our escalation process.

2.0 Appeal against an assessment decision

Should a learner wish to make a complaint or appeal against an assessment decision, this must be done writing to the IQA within 4 weeks of the assessment decision in question in line with the Appeals Procedure.

The IQA will take the matter up immediately with the Assessor and if necessary, the Awarding Organisation and will report back to the learner with the reasons for the assessment decision within 2 weeks of receiving the initial communication.



3.0 Complaints not related to an assessment decision.

If a complaint is received in relation to a matter other than an assessment decision, it will be forwarded to the Quality Manager who will:

- Record the customer's name, contact details and a brief description of the complaint in the complaints log
- Pass the complaint immediately to the appropriate person to investigate the complaint
- The appropriate person will acknowledge receipt of the complaint to the originator, in writing, within 2 days of receiving it
- Agree a timescale for investigation of the complaint with the appropriate person, ideally no longer than 10 working days although this will depend on the nature of the complaint and the depth of investigation needed
- Monitor the actions being taken.
- Record the action taken to resolve the complaint and the date it was completed.
- Ensure the originator is made aware of the outcome in writing

If the complaint is still not resolved with a satisfactory outcome, the complainant should be advised to write to the Managing Director and a copy of the complaint passed to him/her for their perusal.

All complaint records will be stored by the Quality Lead for future reference.

4.0 Complaints Contact at Build Skills

Complaints made in writing –

Can addressed to – The New Plaza 14 Talbot Road SA13 1DH

Complaints in regard to Build Skills Training should be made to buildskillstraining1@outlook.com

Escalated complaints will be dealt with by a Director – Daniel Elliott,



5.0 External Escalation of complaints –

5.1 ESFA - Complain about a further education college or apprenticeship.

Tell your tutor, human resources team or line manager if you have a complaint - your organisation may be able to solve your problem informally.

Make a formal complaint.

You can make a formal complaint if you are not able to solve your issue informally.

You must follow your organisation's published complaints procedure.

If you do not have the complaints procedure ask the human resources team or people manager at your organisation for a copy.

The complaints procedure should tell you:

- what you need to send to make your complaint, for example a completed form or written evidence
- where to send your complaint
- how the organisation will treat your complaint, for example who will see it and possible outcomes
- when you can expect a decision

If you are unhappy with the outcome

You can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled as long as your organisation is one of the following:

- a further education college
- a learning organisation that offers qualifications or [apprenticeship schemes](#)
- a sixth form college that is not an academy
- a learning organisation that offers courses for people who are under 25 and have a learning disability

The ESFA does not deal with complaints about employment issues (for example, a problem with your contract if you're working as an apprentice).

There's a different procedure if your complaint was with [an academy](#).

You must contact the ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team.

**ESFA complaints team**

complaints.ESFA@education.gov.uk

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

The ESFA will reply to let you know what will happen next.

If you are unhappy with the ESFA response

You can [contact the Department for Education](#) if you're unhappy with how the ESFA has dealt with your complaint.

5.3 Complaints City and Guilds

For any other enquiries, you can contact us by email, telephone or post:

E: feedbackandcomplaints@cityandguilds.com
T: 020 7294 8444

Customer Experience Team

City & Guilds
5-6 Giltspur Street
London
EC1A 9DE

We will investigate your complaint thoroughly and hope to provide a positive outcome. However we may not always be in a position to take your complaint forward, as City & Guilds responsibility is to ensure qualifications are delivered in line with our assessment, quality assurance and regulatory requirements.

If you are not happy with the quality of teaching, assessment grading and fees paid – please address this with your centre.

For information relating to appeals, you can access our [dedicated appeals page](#).





Action taken to resolve complaint;

Date Complaint Resolved

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