



Estu Global Ltd

Complaints Policy

v3



Policy version control

Issue	Date	Approved By	Position	Revision Notes
V1				New policy
V2	Feb 24	Bruce Storey	COO	Update and revision
V2.1	Feb 25	Bruce Storey	COO	Reviewed and dated
V2.2	Mar 25	Bruce Storey	COO	Details for contacting the ESFA regarding complaints added
V3	Feb 26	Bruce Storey	COO	Contents page added. Updated ESFA to DFE, including the customer help portal
Next Review Date: Feb 27			Policy Owner: Head of Quality	

Complaints policy

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Introduction

Estu is committed to providing high-quality services and maintaining transparency and accountability. This Complaints Policy outlines the procedures for raising and addressing complaints, ensuring a fair and timely resolution process for all stakeholders.

Definition of a Complaint

A complaint is defined as an expression of dissatisfaction or concern raised by an individual or entity regarding the services, actions, or conduct of Estu. This may include dissatisfaction with the quality of service, treatment received, or any other matter related to Estu's activities.

Policy objectives

The purpose of this policy is to achieve the following:

- To provide a clear, accessible, and transparent procedure for addressing and resolving complaints fairly and consistently.
- To use feedback from complaints as a tool for improving training delivery and organisational policies.
- To handle complaints with discretion, ensuring that personal information is protected, and all parties are treated with respect throughout the process.
- To ensure that all complaints are investigated thoroughly, impartially, and with a consistent approach.
- To foster an environment where concerns are encouraged to be raised early, and informal resolution is sought where possible before formal processes are initiated.

Roles & Responsibilities

- Head of Quality: Responsible for ensuring that all staff and learners are aware of and have access to the Complaints Policy, and for overseeing the fair and consistent application of the complaints process.
- Complaints Investigator: A designated individual or team independent of those involved in the complaint, tasked with conducting a thorough and impartial investigation into formal complaints, gathering information, and providing recommendations for resolution.
- Chief Operating Officer (COO): Responsible for reviewing escalated complaints and conducting final-stage investigations when a complainant is dissatisfied with the outcome of the initial investigation.

- All Staff: Expected to cooperate with informal and formal complaint resolution processes, addressing concerns raised in line with the policy and ensuring that complaints are handled promptly and professionally.

How to Raise a Complaint

Informal Resolution

Before making a formal complaint, individuals are encouraged to attempt an informal resolution by discussing their concerns with the relevant staff member, supervisor, or manager involved, as many issues can be resolved promptly through open communication. Such concerns should be raised within five working days of the incident from which the complaint arises. The person receiving the complaint will respond within five working days of receipt.

Whilst some complaints may present to us as informal, there are times when Estu must escalate an informal complaint into a formal one regardless of how it was brought to us by the complainant.

- Examples of informally made complaints that must be treated formally include, but are not limited to, those that include an obvious gap in the service: Equality & Diversity, Safeguarding, Health & Safety, Modern Slavery and Data Privacy concerns.

Formal Complaint Submission

If the matter remains unresolved after attempting informal resolution, a formal complaint can be submitted. Complaints should be submitted in writing, either through email (via the following address: complaints@estuglobal.com), letter, or using a designated complaint form provided by Estu.

The complaint should be made within five working days from the response being received and should include details such as:

- Name and contact information of the complainant.
- A clear and detailed description of the complaint.
- Relevant dates, times, and locations.
- Any supporting documentation or evidence.

Handling of Complaints

Step 1 - Acknowledgment

Upon receipt of a formal complaint, Estu will promptly acknowledge the complaint in writing, confirming that it has been received and providing an estimated timeframe for resolution.

Step 2 - Investigation

Estu will conduct a thorough and impartial investigation into the complaint. This may involve gathering additional information, interviewing relevant parties, and reviewing documentation. The investigation will be conducted by a designated individual or team, independent of those directly involved in the complaint.

Step 3 - Resolution

Estu is committed to resolving complaints in a fair and timely manner. The resolution may involve corrective actions, process improvements, or other measures as deemed appropriate. The individual who raised the concern will be informed of the outcome of the investigation and any actions taken to address the complaint.

Timeframe for Resolution

Estu aims to resolve all complaints within ten working days from the date of receipt. However, some complex complaints may require more time for a thorough investigation. In such cases, the individual who raised the complaint will be kept informed of the progress and provided with regular updates on the expected resolution timeframe.

Internal Appeals Process

Should the complainant not be satisfied with the outcome of the complaint, they can request to escalate the complaint to Estu's COO for review. A further investigation will be completed within ten working days and the complainant advised of the outcome.

This is final stage of the internal complaints process.

External Appeals Process (for accredited qualifications)

Should the complainant not be satisfied with the outcome of the complaint, they can raise their complaint directly with the relevant awarding organisation. Awarding organisation details can be found at Appendix One. Should you remain unhappy with the outcome from

the awarding organisation, you may then raise your complaint to Ofqual, the qualification regulator.

Unsatisfactory Outcome

If you are unhappy with an apprenticeship or adult learning programme and have not been satisfied with the outcome of the above process, then you can contact the Department for Education (DfE) directly and raise your concerns with them.

How to complain to the Department for Education (DfE)

If a complainant is dissatisfied with the outcome of our complaints process or wishes to raise concerns directly with the Department for Education (DfE) relating to further education and skills provision, they may submit their complaint through the DfE's online customer help portal, available at - [Home - Customer Help Portal](#)

The DfE will consider complaints in line with its published procedures and may request evidence that the organisation's own complaints process has first been exhausted before reviewing the matter. Complainants are encouraged to provide full details and any relevant supporting documentation when submitting their complaint.

Confidentiality

The Organisation is committed to treating all complaints with the utmost confidentiality. Information related to a complaint will be disclosed only to those individuals directly involved in the investigation and resolution process.

Implications for Estu Operations

- Ensure there is clarity on Estu's complaint procedures – who to report a complaint to and how this should be done.
- Ensure knowledge of the expectation of communication whilst complaint is being resolved.
- Ensure knowledge of the appeals process.
- Leadership and management promote a culture of openness.

Continuous Improvement

The Complaints policy will be reviewed as a minimum annually or when there is a change to legislation or guidance.

Related policies and documents

This policy is to be read in conjunction with other policies and procedures, including those listed below.

Policy Name	Policy Number
Appeals Policy	201
Safeguarding and Prevent Policy	302
Data protection policy	401
Equality, diversity and inclusion (EDI) policy	301

Appendix one

Awarding organisation details should a complaint need to be escalated.

- **Highfield Qualifications.**

Their complaints policy can be located at: <https://www.highfieldqualifications.com>

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

- **Chartered Management Institute (CMI)**

Their complaints policy can be located at: [Complaints-Procedure 20211220-09-49-22.pdf \(managers.org.uk\)](#)

Additionally, contact can be made using the following details.

Post:

*Awarding Body & Compliance
Chartered Management Institute
Management House
Cottingham Road
Corby
Northamptonshire
NN17 1TT*

- **A4PM**

Their complaints policy can be located on their website:

<https://www.academy4pm.com/>

Alternatively, please speak to the A4PM team on +44 (0)1639 630001

- **Ofqual (Qualifications regulator for England).**

Their complaints policy can be located at: [Complaints procedure - Ofqual - GOV.UK \(www.gov.uk\)](#)

Reviewed and signed on behalf of the Board:

Bruce Storey

By: Bruce Storey, COO

Signing date: 06/02/2026

Date of next review: 01/02/2027