

Policy Document ●●●

# Complaints Procedure

# Introduction

Reed Business School (RBS) is committed to maintaining high service standards to all its students, clients, and employers.

We aim to provide an immersive education experience where our students can receive the best standards of teaching, coaching and overall support for their studies. When either visiting or staying at the Manor it's our goal to make our students experience both comfortable and enriching.

If for any reason your stay or studies fall below your expectations, we certainly welcome your feedback, and we are committed to remedy anything that you feel has not met the robust standards we aim to deliver.

## Document Control

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Title: Operations Manager  
Signed:



## Definitions

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“Customers” refers to Employers who use our services, Apprentices who are on an Apprenticeship training programme with Reed Business School, and Students attending Reed Business School outside of an Apprenticeship training programme.

If you do not receive a satisfactory service from Reed Business School, you need to tell us about it. This will help us to improve our standards and fix any poor experiences you may have experienced.

Reed Business School will ensure that all complaints are always dealt with in a professional, consistent, fair, and expedient manner.

## Complaint Definition

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A complaint is an expression of dissatisfaction about an act, omission, decision, or a service provided by us. A dissatisfaction may arise from the actions of a member of staff or from an area or programme of work.

Complaints provide an opportunity for RBS to listen, learn and act on the feedback of stakeholders.

## Informal Complaints Procedure

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If you are dissatisfied with any aspect of your dealings with Reed Business School and wish to make a complaint, please follow the procedure below:

- You should try to resolve the matter informally in the first instance. Dissatisfaction often arises from misunderstanding, which is why the best starting point is with the person whose actions are the cause for dissatisfaction, or with the manager of the office responsible for the provision of the service or implementation of the policy.
- If it becomes clear that it cannot be resolved by informal means, a formal complaint should be made as soon as possible. It is much more likely that the matter will be resolved to your satisfaction if it is raised at an early stage.

## Stage 1

Please put your complaint in writing together with all relevant documentation and any documentary evidence supporting the complaint. The grounds for the complaint must be clearly defined. Please send your complaint to:

Operations Manager  
Reed Business School  
The Manor  
Little Compton  
Nr Moreton in Marsh  
Glos., GL56 ORZ

You will need to provide:

- your name
- a contact address, telephone, and email address
- programme of study
- the date on which the problem arose.
- any supporting evidence.

Your complaint can also be emailed (in addition to writing) to [rbs.reed@reedbusinessschool.co.uk](mailto:rbs.reed@reedbusinessschool.co.uk) and in the subject heading write "FAO Operations Manager – Complaint"

The Operations Manager will acknowledge the complaint within 5 working days of receipt and will let you know who will be dealing with the complaint.

## Stage 2

Our nominated person who will be dealing with the complaint will contact you within 2 weeks of the referral and indicate what action they plan to take and the date by which they expect the investigation to be complete. If the investigation cannot be completed by the expected date, you will be advised about the delay.

The nominated person dealing with the complaint will respond in writing by the date agreed above to the complainant when any investigation is complete with details of the findings and, if the complaint is upheld, indicate what the outcome will be.

## Stage 3

If the "customer" is dissatisfied with the outcome of the investigation or the proposed remedial action this can be escalated, in writing, to the Board of Trustees. Please address the letter to:

Board of Trustees  
c/o Reed Business School  
Reed Business School  
The Manor  
Little Compton  
Nr Moreton in Marsh  
Glos., GL56 ORZ

Once a full investigation has been completed, a member of the Trustees will respond in writing confirming their findings within 2 weeks.

## Stage 4 (Apprentice Employers and Apprentices)

If you're unhappy with the outcome

If your complaint is about an apprenticeship, you can contact the Education and Skills Funding Agency (ESFA) if you're unhappy with how your complaint was managed.

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

- Any complaint, concerns or enquiries regarding the apprenticeship may be escalated to the ESFA. Further information on the ESFA complaints policy is available here: [www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure](https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure)
- For complaints about FE colleges, training providers and other organisations that deliver post-16 learning, write to us using the ESFA enquiry form.
- You can also write to the ESFA by post to:
  - 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're unhappy with the ESFA final response you have the right to complain to the Parliamentary and Health Service Ombudsman, through your local MP. See here for further details: <https://www.ombudsman.org.uk/>

All complaints will be treated in the strictest confidence.

<https://www.reedbusinessschool.co.uk/complaints-procedure/>

Terms & Conditions

[www.reedbusinessschool.co.uk/terms-and-conditions](http://www.reedbusinessschool.co.uk/terms-and-conditions)

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