

Starting Off

Feedback Policy

Sometimes we might not get it right for you. You might be unhappy with the conduct of a member of staff or you might feel that you have been unfairly treated. Please help us to improve by telling us.

This policy explains our broad approach to how we handle feedback and complaints and how we:

- Aim to put things right for you quickly when they go wrong
- Keep you informed of the progress of your complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise you of your right to appeal, both to us and/or an appropriate regulator or agency if you remain dissatisfied after your complaint has been through all stages of our complaints procedure

Procedure

It helps if you give your feedback or raise your complaint straight away to the people involved; they may be able to resolve the issue and put steps in place to ensure the issue does not occur again. You can give this feedback in person or by phone or email.

If you believe your issue cannot be resolved informally, you may raise a formal complaint. Any feedback or complaints related to Equality & Diversity, Safeguarding, Health & Safety or the Prevent Duty must be raised formally.

If you wish to raise a formal complaint you can do so by email to the relevant manager:

- Recruitment in Kettering: Jessica Berrill (jessica.berrill@startingoff.co.uk)
- Recruitment in Northampton: Katie Goodall (katie.goodall@startingoff.co.uk)
- Training: Jess Cameron (jess.cameron@startingoff.co.uk)
- Anything else: Jordan Banks (jordan.banks@startingoff.co.uk)

Or, if you wish to send the details by letter, please post for the attention of the relevant manager to:

- Starting Off, 4 Victoria Street, Kettering, NN16 0BT, or
- Starting Off, 3-5 Wood Hill, Northampton, NN1 2DA

To help us the process please include your name, contact details and the facts supporting the complaint including names, dates and locations.

Depending on the nature of the complaint, the details may be shared with others in the business for investigative and resolution purposes, this can include:

- The learner's assessor
- The Training Manager for Safeguarding or Prevent related issues
- The H&S Nominated Contact where injury or risk of injury is highlighted
- The Managing Director for complaints related to Equality & Diversity

We will provide an initial response within 2 working days of receipt of your feedback. We will then carry out a thorough investigation and respond within 10 working days with our findings, actions and outcomes.

If you are not satisfied with the outcome or handling of your complaint, you can appeal to the Development Manager, Jordan Banks, who will investigate and escalate the complaint to the Managing Director if required.

In the unlikely event that we are unable to sort the issue out to your satisfaction, you can raise your concerns further with a relevant agency or regulatory body. The following links will take you to the complaint procedure pages for that organisation:

- [The Education and Skills Funding Agency](#), for any issue related to an apprenticeship course
- [AAT](#), for training related to an accountancy course
- [BCS](#), for training related to digital marketing or ECDL qualifications
- [City & Guilds](#), for training related to business administration, customer service, ITQ and functional skills.