

Complaints Policy

Reviewer	Centre Administrator
Approved by	Centre Manager
Last Review Date	15 th October, 22
Next Review Date	15 th October, 23
Version	2.1

One Education is committed to providing high-quality online training courses to all learners. The Centre Administrator is responsible for handling, investigating and resolving formal written complaints. He will keep the Centre Manager updated about the progress of the complaint and resolution process.

Definition of a Complaint

A complaint is an expression of dissatisfaction about One Education's services or the way it has provided them. Complaints may be made by any learner who has received or requested services.

Making a Complaint

One Education welcomes feedback and encourages learners to raise concerns as soon as possible. Complaints can be made verbally or in writing.

Oral Complaints

Learners can raise oral complaints with any One Education support members. Support members who receive oral complaints must document the complaint and inform the learner of the complaints policy.

Written Complaints

Formal written complaints must be submitted in writing to One Education's Centre Administrator. Learners can submit complaints by email to complaints@oneeducation.org.uk. Written complaints must include the following information:

- The learner's name, address and contact details.
- Details of the complaint, including the nature of the issue, the date it occurred, and the names of any staff involved.
- Any evidence the learner wishes to submit to support their complaint.

Investigating a Complaint

One Education will investigate all complaints promptly, thoroughly, and fairly. Oral complaints will initially be dealt by the Customer Success Manager. If it doesn't get resolved at that stage, it would be considered a formal written complaint, and the Customer Success Manager will advise the learner to submit the complaint in writing.

The Centre Administrator will acknowledge written complaints within three working days of receipt. They will inform the learner of the complaints process and provide an estimated timeline for the investigation.

One Education may contact the learner for further information or clarification during the investigation process. The Centre Administrator will keep the learner informed of the progress of the investigation.

Resolving a Complaint

One Education aims to resolve all complaints within ten working days of receipt. If this is not possible, the Centre Administrator will explain the reasons why and provide an updated timeline for resolution.

Once the investigation is complete, the Centre Administrator will provide the learner with a written response that outlines their findings and any actions they will take. If the learner is not satisfied with the outcome, they may appeal the decision.

Appealing a Decision

If the learner is not satisfied with the response to their complaint, they may appeal the decision. The Centre Administrator will inform the Centre Manager of any such appeals. The Centre Manager will review the complaint and contact the learner to set up a meeting to discuss the complaint they made. The learner will also be briefed about the further proceedings and the independent local relevant authorities they may appeal to if the final resolution from the Centre Manager. The Centre Manager will provide a final response within ten working days of receipt.

Monitoring and Review

One Education will regularly monitor and review this policy to ensure it remains effective and meets learners' needs. One Education will also use feedback from complaints to identify areas for improvement in its services.