

Cambridge Spark Complaints Policy

Document Owner	Head of Service Delivery - Samantha Tobin & HR and Business Support Samantha Hackett	
Change History		
Issue	Issue Date - Version No.	List of changes or remarks
1	January 2018	Document created
2	February 2019	Annual review
3	March 2020	Annual review
4	March 2021	Updates: Communication process, new systems, staff updates
5	June 2021	Added Senior Manager sign-off
6	April 2022	Update to personnel and ownership

What is a complaint:

An oral or written statement in which you express your dissatisfaction with the delivery, support or actions provided by Cambridge Spark.

Our Responsibilities

We are committed to providing a high-quality service for our learners, clients and the community we serve. We will deal with legitimate complaints in a fair, prompt and objective manner. Complaints will be dealt with without recrimination and clients will not be disadvantaged by raising a complaint.

We will be fair in the treatment of all those who complain irrespective of age, disability, gender/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation (protected characteristics).

Complaints will be dealt with promptly and constructively. All complaints will be dealt with in confidence but shared with any person who may be the subject of a complaint. The outcomes of any complaint will be shared with the complainant and any staff involved. Complaints made which, upon investigation, turn out to be malicious, may result in disciplinary action.

The Head of Service Delivery, Samantha Tobin, will be responsible for the management of the Complaints Policy as per the Cambridge Spark Service Delivery Triaging.

Scope of Complaints Procedure

The Procedure deals with complaints arising from:

- Delivery (or lack of delivery) of services for education and training including teaching, course content, tutoring, assessment, feedback on progress and learner support during learning programmes
- Incorrect or misleading information about services provided by Cambridge Spark
- Delivery (or lack of delivery) of support services provided by Cambridge Spark including administration of fees, enrolment processes, health and safety and learner resources and services
- Unacceptable actions or behaviour by Cambridge Spark staff and/or other learners.

Separate procedures exist for:

- Learner behaviour and malpractice
- Assessment appeals.

How to complain

Complaints must be made in writing to the Head of Service Delivery - Samantha Tobin:

sam.tobin@cambridgespark.com . Support can be made available for all those involved in a complaint including:

- Representation: from a parent, guardian, friend or supporter
- Documentation: assistance with completing the written complaint

Learner Induction will provide further details regarding this process.

Informal resolution of complaints

Most complaints should be able to be resolved by discussion between the complainant and the appropriate member of staff. The initial complaint may be made orally or in writing and the member of staff receiving the complaint should make a response within 10 working days, orally or in writing. It is expected that staff are tactful and courteous in dealing with a complaint. If the complainant is dissatisfied with the response received, they should then be guided to using the formal procedure.

Formal Procedure

A formal complaint should be made in writing within 15 working days of an incident or action from which the complaint arises, or from the date when the complainant received an oral or written reply to an informal complaint (see above). In exceptional circumstances, a longer period will be considered. The complaint should be sent to the Head of Service Delivery. If the complaint involves the Head of Service Delivery an alternative senior manager will be appointed to manage the process. The complaint will be logged and its receipt will be acknowledged inside 24hrs, with an initial response to the complainant within 5 working days.

The Head of Service Delivery will carry out an initial assessment of the complaint within 72 working hours. In most cases, complaints will be referred to the appropriate staff for investigation and report. More serious or unusual complaints will be investigated personally by the Head of Service Delivery.

An appropriate senior manager/director will carry out an investigation of the complaint and may interview the complainant; the respondent; witnesses to the matter or events; and anyone they believe may have a role in establishing or disproving the complaint, as necessary. They will prepare a summary and report back to the Head of Service Delivery within 72 working hours of the initial assessment.

The Head of Service Delivery will record the outcome of the complaint and either arrange a meeting to deliver the outcome or notify all those involved in writing as appropriate. All outcomes will be confirmed in writing to all those involved.

If the complaint involves a learner, they will be offered support at the meeting. All learners will be encouraged to bring a supporter to the interview. Vulnerable Adults and those under 16 years of age must have the support of their caretaker, or a person of their choice, who can act as their advocate and the Head of Service Delivery must be informed.

The formal complaint will include if not a full resolution, a detailed action plan including timeframes for resolution. of the receipt of the original formal complaint. If it appears that a decision will not be reached within the due period, those involved will be advised of the need for a longer period. At this point, the complainant has the right to escalate the complaint to the awarding organisation.

The decision made will be final but this does not affect an individual's legal rights.

Escalation of Complaints- Apprenticeships

Where the response to an Apprenticeship complaint is not deemed to be satisfactory, and the complainant has exhausted any appeal opportunities, a complaint may be escalated to the Education & Skills Funding Agency (ESFA).

To confirm whether the ESFA are able to assist with a complaint, the complainant should visit their online [complaints procedure](#) and refer to the information detailed in the [Check we can handle your complaint](#) section. If the complaint can be addressed by the ESFA, the complainant should use the [enquiry form](#) to submit a formal complaint with the following attached evidence:

- details of the complaint, including key dates
- a copy of the original complaint you sent
- a copy of the final response to the appeal



- permission to disclose details of your complaint to the organisation concerned

Additionally, the ESFA can be contacted via the following methods:

Phone: 08000 150 600

E-mail: helpdesk@manage-apprenticeships.service.gov.uk

Post: Complaints Team, Education & Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

Website: <https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

Review of the Complaints Policy and Practice

Once a year the Cambridge Spark Senior Management Team will review the Complaints Policy and Practice to include:

- Number of complaints of each type
- Time taken to process complaints
- List of outstanding complaints
- Outcomes to complaints
- Results of appeals
- Analysis of complaints and outcomes by age, gender and ethnicity of the complainant.

If changes are required the Complaints Policy will be rewritten and all staff and learners will be informed. A record of all complaints for 3 years will be available to the relevant authorities for audit purposes.

Senior Manager Sign-off

Name: Robyn Harley

Title: Delivery Director

Signature:

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Robyn Harley
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Date: 26/05/2022