



Seta Complaints Policy and Procedure

1. Policy Statement

- 1.1 Seta is committed to ensuring learners and employers are provided with the best service
- 1.2 We aim to provide a service which meets their expectations and that of any of our other customers undertaking training courses and programmes whether through commercial courses, study programmes or apprenticeships.
- 1.3 We welcome suggestions for improving our services. You can do this at any time either verbally or in writing to any member of staff through the feedback surveys we issue regularly.

2. Policy Aims

- 2.1 We aim to ensure that
 - 2.1.1 We offer assistance, information and guidance in a pleasant, professional and friendly manner.
 - 2.1.2 We provide information, advice and guidance to allow you to choose the best training option for you and/or your employees.
 - 2.1.3 We provide the necessary technical knowledge backed by academic qualification, to enable you to meet your aspirations and goals and that this will be clearly set prior to embarking on any training and development
 - 2.1.4 Everyone is treated fairly and equally by all employees and contractors working on our behalf that they come into contact with. Our equality and diversity policy fully explains our strategy and commitment.
 - 2.1.5 We are committed to provide an excellent service including interaction with all of our customers and their representatives and to ensure that this is consistent.
 - 2.1.6 We evaluate all of the services, information, advice and guidance we provide including delivery of training by our employees, at regular intervals to continually improve these by listening to what our customers are telling us.
 - 2.1.7 Making a complaint or expressing dissatisfaction is as easy as possible and that we learn from them.
 - 2.1.8 We treat any expression of dissatisfaction which requires a response regarding any part of Seta's service or members of staff as a complaint.

3. Making a Complaint

- 3.1 We will treat your concern seriously whether made in person, by telephone, letter, or email
- 3.2 We will deal with you promptly, politely and where appropriate, informally
- 3.3 We will acknowledge all written complaints within 4 working days of receipt
- 3.4 We will provide a full written response to written complaints where possible within 14 working days.
- 3.5 Any concerns/complaints should be directed in the first instance to SETA – contact details below:

3.5.1 SETA Initial Contact:

David Jones - Centre Manager

Email: dave.jones@seta.co.uk

Telephone: 0191-4162860

Opening Hours: Mon – Thurs 8:00 – 16:30, Friday 8:00 – 13:00

If a satisfactory response is not received it should be escalated to:

Robin Lockwood – Chief Executive Officer

Email: robin.lockwood@seta.co.uk

Telephone: 0191-4162860

Opening Hours: Mon – Thurs 8:00 – 16:30, Friday 8:00 – 13:00

3.5.2 In the unlikely event that complaints are not addressed and they relate to training delivered under an Education Skills Funding Agency (ESFA) contract, then you may contact the ESFA direct, using the details below:

The Service Desk:

Email: helpdesk@manage-apprenticeships.service.gov.uk

Telephone: 08000150600

Opening Hours: Monday to Thursday 08:30 to 17:00 Friday 08:30 to 16:00

Address: Service Desk

Education & Skills Funding Agency

Cheylesmore House

Quinton Road

Coventry

CV1 2WT