



## Complaints Policy

## **Complaints Procedure**

If for any reason you are unhappy with the service you receive from RHG Consult Ltd (RHG) then there are several ways you can seek advice, support and guidance. Most issues can be resolved quickly and easily if they are brought to our attention immediately rather than dwelling on the problem or letting it escalate; problems are best sorted by people who are familiar with you and your situation.

In the first instance you should raise your complaint with your learning coach. Your learning coach will contact Kelly Jackson, RHG's Programme Manager if more support is required.

If you are unable to contact your learning coach or would prefer not to talk to your learning coach, then you may contact Kelly Jackson directly. Her details can be found in your Apprenticeship Induction Booklet or Learner Induction Guide.

You may also wish to contact any member of our administration team on the landline numbers who will direct your call to the appropriate member of staff.

If after taking any of the above actions you feel your complaint has not been resolved satisfactorily, you can discuss the matter with either of RHG's Directors.

For complaints that you feel have not been resolved or you are unhappy with the outcome, you are entitled to use our Formal Complaints Procedure.

Any complaint that cannot be dealt with immediately will be dealt with within two working days. All complaints are entered onto our complaints log and the outcome and action taken to resolve a complaint will be recorded and communicated to you by the most appropriate means.

We take all complaints seriously and will endeavor to resolve them with a minimum of fuss and to a mutually satisfactory conclusion. You can make a complaint verbally, in writing, by e-mail or telephone.

All complaints relating directly to a service you have received from RHG should be made as soon as possible after the issue occurred and must be made within 6 months of the occurrence after which time the complaint will no longer be deemed as valid and no further action will be taken.

### Formal Complaints Procedure

Put your complaint in writing to Lee Patterson, Managing Director or Sarah Douglas, Operations Director. State that you wish to make a formal complaint and explain the reason for your complaint. You may email your complaint or send a letter. Contact details are below.

Lee Patterson or Sarah Douglas may contact you and ask for more information. You may ask to bring a work colleague, friend or member of your family with you if you are invited to a face to face or virtual meeting.

You will receive a written response to your complaint within ten working days. This will explain the Director's findings and actions taken. If the Directors require further time for their investigation, they will inform you in writing within ten working days, explaining their reasons.

Lee Patterson [lee@rhgconsult.co.uk](mailto:lee@rhgconsult.co.uk)  
Sarah Douglas [sarah@rhgconsult.co.uk](mailto:sarah@rhgconsult.co.uk)

RHG Consult Ltd  
Harborough Innovation Centre  
Airfield Business Park  
Market Harborough  
LE16 7WB

If you feel we have still not dealt with your complaint to a satisfactory conclusion you can contact the Awarding Body responsible for your qualification directly, details of which can be found in your Apprenticeship Induction Booklet or Learner Induction guide. If you are on an apprenticeship programme the contact details are also shown below:

Complaints Team  
Education and Skills Funding Agency  
Cheylsmore House  
Quinton Road  
Coventry, CV1 2WT

Email: [complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

Or  
National Apprenticeship Helpdesk  
Email: [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)  
Tel: 0800 015 0400

Signed:



Name:

Lee Patterson

Position:

Managing Director

Date:

13/10/23

Date of next review:

12/10/24

