

Complaints Policy, Procedures & Process

Harper Craven is committed to providing the best possible service that we can. We recognise that sometimes client organisations or individuals may will feel that they have cause to complain about the service they have received.

We positively encourage all feedback from customers, including complaints, and have developed a Complaints Policy and an associated Complaints Procedure. Our Complaints Policy explains our broad approach to handling all complaints. Our Complaints Procedure provides clear information on how individual complaints will be handled.

Our Policy on handling complaints is based on the following principles:

- We aim to put things right quickly for our customers when they go wrong
- We will keep our customers informed of the progress of their complaint and the results of any investigation
- We seek to learn from each complaint to improve future performance
- We set performance targets for responding to complaints and monitor our performance against these targets
- We will advise our customers of their right to appeal if they feel their complaint has not been satisfactorily dealt with by our internal Complaints Procedure

In the event of a complaint received by Harper Craven we undertake to respond swiftly and appropriately to ensure that our service is maintained to a consistent and satisfactory standard. It is our aim to be fair, consistent and balanced in our problem resolution process.

Our process:

- We would ask for the complaint to be put in writing, by email, and addressed to the Harper Craven infocentre Manager.
- The infocentre Manager will respond to the communication within 24 hours, acknowledging receipt and advising of timelines to deal with the complaint in question.
- The infocentre Manager will stay in touch with the individual and will advise the client of the complaint received, should this be from one of their registered learners.
- Once Harper Craven has investigated fully the complaint, the explanation and resolution will be communicated to all parties concerned.
- The process should normally take no longer than 7 working days, but should the process be delayed for reasons out of our control, all parties will be advised and kept informed.

Harper Craven Contact details:

Main office: 01323 832283

Email: infocentre@harpercraven.com

Post: Harper Craven Limited

Rocklands Place

Boreham Lane

Wartling

Near Herstmonceux
East Sussex
BN27 1RS

If you are unhappy about the outcome and your complaint is not about employment issues you can contact the Education and Skills Funding Agency (ESFA) about how your complaint was handled.

ESFA complaints team

complaints.ESFA@education.gov.uk

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

The ESFA will reply to let you know what will happen next.

If you're unhappy with the ESFA response

You can [contact the Department for Education](#) if you're unhappy with how the ESFA has dealt with your complaint.

Reviewed July 2020

Reviewed November 2021