A complaint is made in person, by phone, email or in writing. The complaint may be made directly to HBXL from a learner or via DfE.
Is it a safeguarding issue?

YES

Refer to **Incident/Safeguarding Flowchart** and **Safeguarding Policy** and **Procedure**.

NO

Is it a public interest matter? e.g.

- criminal offence
- breach of legal obligation
- danger to health or safety of an individual
- damage to the environment
- deliberate covering up of wrongdoing

YES

Contact - or encourage the complainant to contact - the Department for Education (DfE) via their online Whistleblowing form: https://form.education.gov.uk/service/Contact_the_Department_for_Education

NO

Is it a simple issue which can be dealt with at Stage 1 Informal Resolution?

YES

Stage 1: Informal Resolution
Staff member to resolve complaint quickly and to complainant's satisfaction. Record details on **Complaint Report Form**, save securely and share with Skills Bootcamp Lead. Communicate decision within 48 hours unless there are exceptional circumstances.

Is complainant satisfied with the decision?

NO

Stage 2: Formal Investigation
Discuss complaint with Skills Bootcamp Lead who will investigate where the complainant is still dissatisfied after communication of decision at Step 1 or where it is clear that the complaint is particularly complex or will require detailed investigation.

Send acknowledgement to complainant within 2 days.

Communicate decision in writing within 5 working days unless there is a clear reason for extending this timescale.

Is complainant satisfied with the decision?

YES

Complaint closed and outcome recorded.

NO

Complainant has 10 days to submit an appeal.

Step 3: Appeal
Independent panel reviews complaint.

Communicate decision in writing within 10 working days. Complaint closed and outcome recorded.

Complaints Handling Procedure Flowchart

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