

Complaints Procedure

How we handle your concerns

CoreEd Limited

Version 2.0 | Review Date: 31/07/2027

1. Introduction

CoreEd Limited aims to provide a high standard in all our services. The views of our learners, employers and partners are important to us and help ensure our services meet people's needs. If you are unhappy with any part of our service, it is important that you tell us.

We manage complaints quickly, effectively, fairly and honestly. We take all complaints seriously and use what we learn to improve. All complaints are treated in confidence.

CoreEd will not withdraw or reduce services because someone makes a complaint in good faith, and no learner will be treated less favourably for complaining.

2. What This Procedure Covers

This procedure covers a complaint about the standard of service you have received, how you were treated, or a decision unrelated to an assessment outcome. Other matters have their own routes.

If your concern is about	Use
The service you received, how you were treated, or how a matter was handled	This procedure
An assessment decision, including a mark, grade or competence decision	Appeals Policy and Procedure (P-040)
A decision to refuse admission to a programme	Admissions Policy (P-001), Section 10
Wrongdoing or malpractice affecting others, raised by someone who works for CoreEd	Whistleblowing Policy (P-015)
A risk of harm to a learner	Safeguarding Policy (P-013), reported to the Senior DSL immediately
Your own employment with CoreEd	Grievance Policy and Procedure (P-028)

Choosing the wrong route will not delay your concern. If your complaint should be handled under another procedure, we will tell you, redirect it, and confirm that in writing.

Where a complaint suggests abuse or neglect

If a complaint alerts us to possible abuse or neglect, it is referred immediately to the Head of Safeguarding and Welfare, who decides how it is investigated and monitors the outcome, in line with the

Safeguarding Policy (P-013). The complaints process does not delay a safeguarding response, and the two may run in parallel.

3. Making a Suggestion

People often feel more comfortable suggesting an improvement than making a formal complaint. You can raise a suggestion in conversation with any member of staff, or send it to us in writing. Suggestions are welcome and are considered on their merits.

CoreEd Limited

The Media Centre, 7 Northumberland Street, Huddersfield HD1 1RL
enquiries@CoreEd.co.uk | 0203 822 0001

4. Who Can Complain, and How

Anyone affected by the way CoreEd provides its services can make a complaint. This includes learners, applicants, employers, partners and members of the public.

A representative may complain on behalf of the person affected where that person has died, cannot make the complaint themselves, or has given consent for the representative to act. If you would rather not complain yourself and do not know anyone who can act for you, we will help you find an independent advocate.

You can complain in person, by telephone, through a member of our staff, through an advocate or representative, by letter, or by email.

Oral complaints

Where someone complains orally, we make a written record and provide a copy within three working days, so that you can confirm we have understood you correctly.

Anonymous complaints

We deal with anonymous complaints under the same procedure. It is better if you can give contact details so that we can tell you the outcome, but an anonymous complaint will still be considered.

Time limits

Complain as soon as you can after the event occurred or came to your notice. If you complain more than twelve months later we may not be able to investigate properly, but we will consider whether you had good reason for the delay and whether it is still possible to investigate effectively and fairly.

5. How We Handle a Complaint

Informal resolution

Many concerns are resolved quickly by raising them with the person concerned or with your tutor. This is not a required step, and you may go straight to Stage 1.

Stage	What happens	Timescale
Stage 1: Formal complaint	The complaint is recorded on the complaints log and acknowledged, giving you the name and contact details of the person investigating. The Director and CEO investigates, or asks a member of the senior team with sufficient seniority and experience, and no prior involvement, to do so. You are kept informed of progress.	Acknowledged within 3 working days. Outcome within 28 working days unless a different timescale is agreed with you.
Stage 2: Review	If you are not satisfied with the Stage 1 outcome, you may request a review in writing. The review is carried out by someone who was not involved in the original investigation, and where necessary by someone external to CoreEd. The reviewer considers whether the complaint was handled fairly and whether the conclusion was reasonable on the evidence.	Requested within 10 working days of the Stage 1 outcome. Outcome within 20 working days.
Stage 3: External escalation	If you remain dissatisfied once CoreEd's stages are exhausted, you may take the matter to an external body. See Section 6.	As set by the external body.

At the end of Stage 1 we will offer to meet you to discuss the outcome, and will write to you with the findings, any action we have taken, and our proposals to resolve the complaint.

Where the complaint concerns the Director and CEO

A complaint about the Director and CEO is not investigated by the Director and CEO. It is passed to the Head of Safeguarding and Welfare, who arranges for it to be investigated independently, using an external reviewer where that is the only way to secure independence. You may also go directly to an external body under Section 6 at any point.

6. External Escalation

CoreEd would prefer to resolve your complaint ourselves, and external bodies will normally expect you to have completed our process first. You are not prevented from approaching them at any time.

Body	When to use it
The relevant awarding organisation	Where your complaint concerns the delivery, assessment or quality assurance of a qualification. For Chartered Management Institute qualifications, see the contact below. For Highfield and Pearson qualifications, CoreEd will provide the current contact details and procedure on request.
Ofsted	Where your complaint concerns the quality of education and training, or safeguarding arrangements.
Department for Education	Where your complaint concerns an apprenticeship, the use of public funding, or compliance with the apprenticeship funding rules. Formerly the responsibility of the Education and Skills Funding Agency, which closed on 31 March 2025.
Information Commissioner's Office	Where your complaint concerns the handling of your personal data.

Body	When to use it
Health and Safety Executive	Where your complaint concerns a health and safety risk or a dangerous practice.

Awarding body contact: Chartered Management Institute (CMI)

FAO Awarding Body, Chartered Management Institute, 77 Kingsway, London, WC2B 6SR

CMI expects a complainant to have completed the Centre's own process before it considers a complaint about that Centre.

7. Responsibility and Records

The Director and CEO holds overall responsibility for complaints. We will provide, so far as is reasonably practical, any help you need to understand this procedure, or advice on where to get that help.

CoreEd maintains a central complaints log recording the date received, the nature of the complaint, the stage reached and the outcome at each stage, any action taken, whether the complaint was escalated externally, and the final outcome. The log is reviewed regularly by the Director and CEO and is available for inspection by regulatory bodies and awarding organisations on request.

Records are retained in line with the Document Retention and Secure Storage Policy (P-020), and personal data is processed in line with the General Data Protection Policy and Procedure (P-012).

8. Conduct

We expect everyone involved in a complaint to treat CoreEd staff and each other with respect. Where conduct is threatening or abusive, CoreEd may restrict the way contact is made, for example by requiring correspondence in writing to a named person, and may involve the relevant authorities.

A restriction of that kind applies to the way the complaint is conducted. It does not stop the complaint being considered on its merits.

9. Learning from Complaints

Where a complaint is upheld, CoreEd will put things right for the person affected, identify whether anyone else has been affected in the same way, and review the process that led to the failure so that it does not recur. Action taken is recorded on the complaints log.

The Director and CEO monitors complaint volumes, themes, timeliness against the published timescales, and outcomes, and reports on them as part of self-assessment. This policy is reviewed annually, or earlier where organisational or regulatory circumstances require it. A copy is available to all staff via SharePoint and is published on the CoreEd website.

10. Associated Documentation

- Admissions Policy (P-001)
- Equality, Diversity and Inclusion Policy (P-006)
- Malpractice, Maladministration and Plagiarism Policy (P-009)
- General Data Protection Policy and Procedure (P-012)
- Safeguarding Policy (P-013)

- Whistleblowing Policy (P-015)
- Reasonable Adjustment and Special Considerations Policy (P-016)
- Apprentice Code of Conduct (P-018)
- Document Retention and Secure Storage Policy (P-020)
- Grievance Policy and Procedure (P-028)
- Appeals Policy and Procedure (P-040)
- Complaints Log

Appendix A. Complaints Form

Completed by the person receiving the complaint and forwarded to the Director and CEO for entry on the complaints log.

Details of the complaint

Date received	
Complainant name	
Contact telephone	
Contact email	
Relationship to CoreEd (learner, employer, other)	
Name of person being complained about, if applicable	
Details of the complaint	
Complaint taken by	
Forwarded to Director and CEO (date)	

Action taken

Acknowledgement sent (date)	
Entered on complaints log by	
Investigating officer	
Outcome due by	
Route confirmed (this procedure, or redirected to)	

Outcome and follow-up

Outcome communicated by (email, telephone, meeting)	
Date	

Outcome and findings	
Action taken, and whether others were affected	

Complainant feedback

Date	
Complainant comments	
Complaint closed (date and by whom)	

CoreEd Limited is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Policy owner: Director and CEO

Date of review: 31/07/2026 **Next review:** 31/07/2027

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