

Introduction

The main aim of the policy is to provide clear guidance for stakeholders on how to make a formal compliment or complaint to Runway Training (RTs) and what will happen in the event of a compliment or complaint being received.

Definition

A compliment or complaint is one which has been received formally either in writing, by email or over the telephone.

- A **comment** is a verbal or written remark expressing an opinion or reaction
- A **compliment** is an expression of praise or admiration.
- A **complaint** is any expression of dissatisfaction, whether justified or not, about any aspect of Runway Training

Scope and Responsibilities

This policy provides guidance to all RT's learners and other parties such as parents/guardians of young people and employers who are dissatisfied with any aspect of Runway's services or facilities and wish to make a formal complaint.

Separate policies are in place that cover Equality and Diversity, Anti-Bullying and Harassment and the Safeguarding of learners. Feedback or complaints in these areas will be subject to the procedures outlined in those policies.

This procedure is not to be used for staff complaints; if a member of staff has a complaint, they should refer to the appropriate HR policy.

The Head of Curriculum and Compliance have oversight of all complaints involving learners and will be informed of every such complaint received. The Senior Leadership Team (SLT) is responsible for monitoring complaints made by learners and will analyse trends and actions. Reports will include lessons learned and changes made as a result of each complaint. The confidentiality of the complainant will be respected at all times.

Comments and Compliments

Comments and compliments are always welcome and can be submitted by using our [online form](#), suggestion boxes found across our sites or by email or in writing to:

feedback@runwaytraining.co.uk

Comments, Compliments & Complaints
Runway Training
190 High Street
Tonbridge
Kent
TN9
1BE

On receiving a formal comment or compliment, it will be acknowledged in writing within 5 working days of receipt, a copy will be filed and details recorded.

A copy will be sent to each member of staff to which the compliment relates and their relevant line manager.

Complaints Procedure

Runway aims to provide the very best service to learners and potential learners and has developed a straight-forward complaints procedure to ensure that complaints are dealt with as efficiently and effectively as possible.

Our complaints procedure demonstrates the way in which complaints should be reported, and how learners and potential learners can expect complaints to be handled.

Step 1

Firstly, always try to sort out the complaint with the relevant person. If it is with a fellow learner, then ask your teacher for guidance and they will be able to assist you. If your teacher has not been able to resolve the matter or you're not satisfied with the outcome, then please follow step 2.

Step 2

If you are unable to resolve your complaint informally or your complaint is about your teacher or a staff member of Runway, then you can raise a formal complaint providing full details by any of the following channels:

Completing: Our [online form](#)

By email/in writing: feedback@runwaytraining.co.uk

Comments, Compliments & Complaints
Runway Training
190 High Street
Tonbridge
Kent TN9 1BE

Complaints form: To be completed and emailed to feedback@runwaytraining.co.uk. A copy can be collected from the Runway office or can be emailed or posted to you.

Telephone: 01732 402 402

When making a complaint, it is helpful if you give as much information as possible (including personal details) and include steps that you have taken in pursuing your complaint, any discussions that you have already had about the matter, attach copies of any earlier correspondence and state clearly what remedy, if any, you are seeking.

On receipt of your complaint, the most appropriate Manager will be assigned to investigate and will acknowledge receipt within 5 working days. The investigation will then be conducted and a response sent to you within 10-20 working days but can sometimes take longer. If at any time, however, you would like information concerning the investigation you may contact them.

You will be contacted by your preferred method (by email, 'phone or in writing) with the results of the investigation into your complaint. At this time, you will be asked whether you are satisfied with the outcome and will have the opportunity to ask any questions regarding the investigation.

If you are satisfied with the outcome the complaint will be closed.

Step 3

If you are unhappy with the findings of the investigation and wish to complain further you can raise your complaint in writing to Amanda Brade, Head of Curriculum and Compliance at Runway Training. Your complaint will be reviewed, and a final decision made. The Centre takes all complaints very seriously and if they have been escalated to this level will conduct a full and thorough investigation, to which you will be given a full report within 21 working days of receiving your complaint.

Step 4

If you are still dissatisfied with the decision, you may appeal to your funding body (this information would have been given to you at the beginning of your programme). You will find the guidance on how to submit an appeal on their websites.

Education Skills Funding Agency

You must contact the ESFA within 12 months after the issue happened. <https://www.gov.uk/complain-further-education-apprenticeship>

Email or post your complaint to the ESFA complaints team. ESFA complaints team Customer.Complaints@education.gov.uk

Customer Service Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

Greater London Authority (GLA)

Please send your complaint in writing by email or letter, except where GLA are required to make reasonable adjustments. Please let them know if this applies to you, either through a third party or by calling them, and they will arrange for someone to handle your complaint accordingly. If you have difficulties in providing details in writing, GLA will consider complaints made on your behalf by a third party. You will need to confirm that GLA can communicate with that third party on your behalf. If the complaint is on behalf of more than one person, GLA will need written permission from everyone.

You must contact the GLA within 12 months after the issue

happened. Email or post your complaint to the GLA Skills and

Employment unit:

aebcomplaints@London.gov.uk
Provider complaints,
Skills and Employment unit,
Greater London Authority,
169 Union Street,
London
SE1 0LL

When you contact GLA about your complaint, you will need to provide them with the following:

- the name of the organisation you are complaining about
- details of what your complaint is, together with the relevant documents
- evidence that you have fully exhausted the organisation's complaints procedure including, any appeals process (for example written correspondence confirming the outcome)
- permission to disclose details of your complaint to the organisation concerned
- if you are acting on behalf of a learner, evidence that you have their permission to do so

Department for Education (DFE)

Learners and employers who want to complain about a course should contact their training providers. All Skills Bootcamp training providers must have a complaints procedure.

If you feel your complaint has been handled poorly, or the training provider has unduly delayed their response, you can complain about the handling of your complaint.

When you contact DFE about your complaint, you will need to provide them with the following:-

- the name of the Skills Bootcamp course and training provider
- the details of your complaint, including key dates
- a copy of the original complaint sent to the training provider
- if available, a copy of the letter or email from the training provider setting out the final response to your appeal
- permission to disclose details of your complaint to the training provider
- if you're acting on behalf of a learner, evidence of their permission to do so

Post your complaint to:-

Ministerial and Public Communications Division
Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

Or complete the online form

https://form.education.gov.uk/service/Contact_the_Department_for_Education

Making Anonymous Complaints

On occasion there may be a need to make an anonymous complaint. You can make a complaint by either telephone, e-mail or in writing. We may not be able to provide feedback on anonymous complaints, but they will be taken seriously and investigated.

Runway is constantly working to improve our policies as part of our quality review. If you have any comments about this procedure, then please contact our quality department by email using feedback@runwaytraining.co.uk

Document Owner: Head of Curriculum & Compliance	Version: V1.8	Date Reviewed: 28/10/24	Date of Next Review: 27/10/25
Added complaints procedure for DFE – Skills Bootcamps	V1.9	03/10/25	03/10/26



Complaints Form

There is an [online form](#) if you would prefer to use this.

Full Name			
Email Address			
Telephone Number		Preferred method of contact	

Please use this box to provide us with the details of your complaint

Please let us know what outcome you're expecting from this matter

Signed: _____ Date: _____