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## Comments, Compliments and Complaints (3 Cs) Policy

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<b>Responsible Officer:</b> Head of Quality and Safeguarding
<b>Approved by:</b> Governors/ Senior Leadership Team
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## Summary of Changes

<b>Version</b>	<b>Review date</b>	<b>Comments</b>
1.1	20/03/2026	Full review of the 3 Cs – Comments, Compliments and Complaints Policy. Change of job title to the SLT member with oversight of this policy and its implementation.

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## 1. Purpose

The primary aim of the policy is to ensure fairness and equity for everyone involved in managing comments, compliments, and complaints. It seeks to promote a balanced, objective approach to achieve a satisfactory outcome. Comments, compliments, and complaints are valued, welcomed, and important to Runway Training. They are seen as opportunities to celebrate when feedback is positive or can support change.

Both informal and formal, complaints are regarded as chances to improve the quality of the learner and apprentice experience, ensuring it meets our high expectations.

This policy provides clear guidance to all stakeholders on how to make a comment, compliment, or complaint to Runway Training.

## 2. Scope

This policy applies to all members of Runway Training, including staff, learners, apprentices, governors, and visitors. It also covers individuals who use our services or are employed through agencies, contractors, or subcontractors.

- Staff, learners, and apprentices working or studying on premises not owned by Runway Training will still be subject to the policy.
- Breaches of this policy will be taken seriously and may lead to disciplinary action.

## 3. Policy Statement

Runway Training is fully committed to maintaining high standards of service. However, we recognise that, from time to time, our service levels may not meet expectations. When this occurs, we encourage any learner, apprentice, employer, or other stakeholder to communicate their concerns so we can address dissatisfaction and improve the services we provide.

Complaints relating to safeguarding children and adults at-risk will be addressed in accordance with Runway Training's Safeguarding and Child Protection Policy and Procedures.

Runway Training commits to thoroughly investigating, addressing, monitoring, and reporting all complaints concerning service quality, while providing a mechanism for the formal recording and reporting of comments and compliments, ensuring these are utilised positively.

Information on how to make a comment, compliment, or complaint is available in many formats, such as during induction, in handbooks, during reviews with teachers and employability advisers, on the website, and during internal quality assurance visits.

Complaints about assessment processes and feedback on marked work should be directed through the Appeals Process, as this specifically relates to that area.

## 4. Definitions

A comment, compliment, or complaint can be received either informally or formally, face-to-face, in writing, by email, via the website, or over the telephone.

- A comment is a verbal or written remark expressing an opinion or reaction, which can be either positive or informative, highlighting areas where improvements could be made.
- A compliment is an expression of praise for the service provided by Runway Training, a staff member, or another learner or apprentice.

- A complaint is any expression of dissatisfaction, whether justified or not, regarding any aspect of the service provided by Runway Training and its staff.

The complainant is the person making the complaint.

## 5. Procedures

Runway Training offers guidance to all learners, apprentices, and other parties such as parents or carers of young people and employers who are dissatisfied with any aspect of Runway Training's services or facilities and wish to make a formal or informal complaint, or if they want to give a comment or compliment about any part or individual of the service provided at Runway Training.

Separate policies are in place for Equality, Diversity and Inclusion and Anti-Bullying and Harassment, and the Safeguarding of learners, apprentices, staff, and other stakeholders. Feedback or complaints in these areas will be managed in accordance with the procedures set out in those policies.

The Head of Quality and Safeguarding manages all comments, compliments, and complaints involving learners, apprentices, employers, and other stakeholders. The Senior Leadership Team (SLT) is responsible for monitoring these interactions and will analyse trends and determine necessary actions. Reports will outline lessons learned and changes implemented as a result of the feedback received and their impact. The confidentiality of the complainant will be maintained at all times wherever possible.

The guidelines, do not cover:

- Disciplinary issues - This comments, compliments and complaints 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.
- Matters governed by other separate procedures, such as harassment, appeals against exclusion or academic appeals

## Comments and Compliments

Comments and compliments are always welcome and can be submitted using our online form, placed in suggestions boxes which can be found in training rooms and rest areas in Runway Training offices, centres and pop-up sites, by email or in writing.

- Send an email to: [feedback@runwaytraining.co.uk](mailto:feedback@runwaytraining.co.uk)
- In writing to: Comments, Compliments and Complaints  
The Head of Quality and Safeguarding  
Runway Training  
190 High Street  
Tonbridge  
Kent  
TN9 BE

On receiving a comment or compliment it will be acknowledged in writing within 5 days of receipt; a copy will be filed and details recorded. Where comments relate to the service, we will review the comments and where appropriate implement changes if possible and relevant.

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

If the compliment concerns another learner or apprentice, they will receive a copy of the compliment from their teacher or employability adviser.

## Complaints

Runway Training aims to provide the highest-quality service to learners, potential learners, apprentices, and other stakeholders, and has established a straightforward complaints procedure to ensure complaints are addressed swiftly and efficiently.

Our complaints procedure outlines how complaints should be reported and how learners, apprentices and other stakeholders can expect complaints to be handled.

Every reasonable effort will be made to address all complaints promptly and efficiently, to investigate them thoroughly and objectively, and to seek a satisfactory resolution. While every complaint is taken seriously and fully investigated, equal emphasis is placed on ensuring that staff understand they have equal rights in the process and are treated fairly and impartially.

Complaints will be handled positively, constructively, and as confidentially as possible. If a complaint is upheld, Runway Training will aim to provide a reasonable and appropriate response, correct any mistakes or misunderstandings, and take any other suitable action. When a complaint is upheld against an individual or group, this will be treated confidentially. Action will be taken through internal processes and procedures, with specific details not disclosed to the complainant.

Although complaints will be handled confidentially, this is subject to the condition that an individual against whom a complaint is made has the right to be provided with a copy of the complaint.

Complaints against staff members are always regarded as formal complaints. The HR Manager must therefore be informed of the complaint. Complaints about the CEO will be investigated by the Chair of Governors, with support from the Head of Quality and Safeguarding. This does not include complaints related to appeal decisions. Complaints against the Head of Quality and Safeguarding will be investigated by the CEO and the Chair of Governors.

Runway Training will treat all complaints seriously and without discrimination. However, where an investigation concludes there are reasonable grounds to believe that the complaint is frivolous, vexatious or motivated by malice, appropriate action will be taken against the complainant.

The time limits set out in these guidelines will normally be followed. However, where, for good reason, this is not possible, the complainant will be kept notified of progress.

The effectiveness of any complaint procedure depends on Runway Training's ability to collect appropriate information from the parties involved to investigate the matter properly.

These guidelines consist of several stages. Most complaints can be resolved informally by individuals dealing directly with relevant staff. Only after these informal routes have been exhausted and the complainant remains dissatisfied should the formal complaint process be initiated.

Parents or carers can submit a complaint on behalf of a child (EPYP). For young people aged 19–25 with an EHCP, their consent must be obtained before a parent acts on their behalf. For learners and apprentices aged 18 or over enrolled in adult courses or apprenticeships, written consent is required to authorise someone to act on their behalf.

### Step 1

Firstly, determine whether it is an informal or formal complaint, and always try to resolve the issue with the relevant person. If it involves a fellow learner or apprentice, then seek guidance from your teacher or employability adviser, who will be able to assist you. If your teacher or employability adviser cannot resolve the matter or if you are not satisfied with the outcome, then please proceed to step 2.

## Step 2

If you cannot resolve your complaint informally or if your complaint concerns your teacher, employability adviser, or another staff member of Runway Training, you should submit a formal complaint with full details through any of the following channels.

Completing: Our [online form](#)

By email/in writing: [feedback@runwaytraining.co.uk](mailto:feedback@runwaytraining.co.uk)  
Comments, Compliments and Complaints  
The Head of Quality and Safeguarding  
Runway Training  
190 High Street  
Tonbridge  
Kent  
TN9 BE

Complaints form: To be completed and emailed to [feedback@runwaytraining.co.uk](mailto:feedback@runwaytraining.co.uk). A copy can be collected at the Runway Training office, emailed to you, or posted to you.

Telephone: 01732 402 402

When making a complaint, it is helpful to provide as much information as possible (including personal details) and to include the steps you have taken to pursue your complaint, any discussions already held about the matter, copies of any previous correspondence, and a clear statement of the remedy you are seeking, if any.

Once we receive your complaint, the Head of Quality and Safeguarding will assign the most appropriate Manager to investigate, and that Manager is responsible for acknowledging receipt of your complaint within 5 working days. The investigation will then proceed, and a response will be sent to you within 10-20 working days, although it might occasionally take longer. If at any point you wish to request information about the investigation, you may contact the investigating manager.

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 stage, 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 dissatisfied with the investigation's findings and wish to make a further complaint, you may do so in writing to Amanda Brade, Head of Quality and Safeguarding at Runway Training. Your complaint will be reviewed, and a final decision will be made. Runway Training takes all complaints very seriously; if they are escalated to this level, the investigation will involve the CEO of Runway Training, and you will receive a comprehensive report within 21 working days of the Head of Quality and Safeguarding receiving your complaint.

## Step 4

If you remain dissatisfied with the decision, you may appeal to your funding body (this information should have been given at the start of your programme). Guidance on submitting an appeal is available on their websites.

### **Greater London Authority (GLA)**

Please send your complaint in writing by email or letter, unless GLA are required to make reasonable adjustments. 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 difficulty 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 involves more than one person, GLA will need written permission from everyone. You must contact the GLA within 12 months of the issue occurring.

Email or post your complaint to the GLA Skills and Employment unit:

[aebcomplaints@London.gov.uk](mailto:aebcomplaints@London.gov.uk)

Provider complaints,  
Skills and Employment unit,  
Greater London Authority,  
169 Union Street,  
London  
SE1 0LL

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

- the name of the organisation you are making a complaint about
- Details of your complaint, along with the relevant documents.
- evidence that you have fully exhausted the organisation's complaints procedure, including any complaints 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 or apprentice, provide evidence that you have their permission to do so

### **DfE Apprenticeships**

If you're not happy with any aspect of our service, you can make a formal complaint direct to the DfE.

Contact us them [Customer Help Portal](#), or notify them by post to:

Complaints Team  
Department for Education  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

## Communication

Learners, apprentices, staff and other stakeholders will be made aware of this policy during Induction. Training will be provided through the quality team to assist all staff in responding effectively to complaints.

## 6. Monitoring

The Head of Quality & Safeguarding oversees ongoing monitoring of complaints received by Runway Training. Regular reports are presented to the SLT during meetings and to Governors at governor meetings. The data and actions outlined in these reports are used to inform self-assessment, quality improvements and strategic planning.

### Compliance is checked regularly through:

- Staff training records and performance
- Assessment of learners' and apprentices' understanding and recall of the 3 Cs procedures
- KSBs and resilience of learners and apprentices
- SLT and Governor meetings
- Learner handbook
- Induction
- Feedback received from learners, apprentices, employers, and other stakeholders
- Stakeholder surveys
- Self-Assessment Report and Quality Improvement Plan activities and review
- Comments, compliments, and complaints received from learners, apprentices, employers, and other stakeholders.
- Disciplinary and Behaviour Records

### Effectiveness will be measured through:

- The SLT and Governors' meeting minutes and actions
- Feedback received from learners, apprentices, employers and other stakeholders and any improvements or alterations to the procedures
- The number of comments, compliments, and complaints received and the way they are managed
- Robust recording of comments, compliments and complaints
- Learners and apprentices completing their programme of learning and not leaving early due to complaints that have not been recognised or addressed.
- Observations of induction to ensure learners, apprentices, and other stakeholders understand how comments, compliments, and complaints are handled and resolved.
- Specific feedback received from users of the 3 Cs procedures.
- Impact of training on comments, compliments, complaints, and relevant topics for learners, apprentices, employers, the SLT, governors, and staff
- The Organisational Risk Register does not recognise poor complaint handling as a risk to the business.
- Progress on the Action Points of the Quality Improvement Plan
- Observations of staff to confirm they are acting in accordance with the Runway Training Staff Code of Conduct when interacting with all learners and apprentices.

## 7. Linked Policies

- Safeguarding and Child Protection
- Equality, Diversity and Inclusion and Anti-Bullying and Harassment
- Health and Safety and Welfare
- Whistleblowing
- Code of Conduct
- Data and Information Security Management
- SEND
- Neurodiversity

## 8. Legislation and Guidance

- Safeguarding Vulnerable Groups Act 2006, updated 2012
- General Data Protection Regulation (GDPR UK) 2018 - Data Protection Act 2018, the UK's Data Use and Access Act June 2025 brings targeted amendments to the UK GDPR regime
- Equality Act 2010 (last updated January 2024)
- Freedoms of Speech Act 2023
- Malicious Communications Act 2003, updated 2024

## 9. Review

This policy will be reviewed annually and updated accordingly by the Governance Board. When necessary, the review will be more frequent to ensure compliance with current legislation. The Head of Quality and Safeguarding will be responsible for this policy.