

## Concerns / Complaints & Compliments

**JAG Training** is committed to providing an excellent service to its students, employers, partners and the local community as outlined in the Centre's Charter. The aim of this procedure is to offer a quick and effective resolution to your complaint or comment close to the source of the problem, but with the option to refer the matter to a more senior manager if required.

If you would like to tell us about the good things we do or want to let us know how we can improve our service, we are always happy to hear what you have to say. You can do this by:

**Stage 1** - Talk to a member of staff informally. In our experience, we are able to resolve most issues at this stage when you talk to a Centre member of staff member close to the complaint. Where you feel you have issues with your assessment, you must speak with your Tutor/Assessor in the first instance. She/he will know how to take matters forward on your behalf.

**Stage 2** - If you are not satisfied, then you have the right to have your complaint dealt with by an appropriate person. Please complete the feedback form, which you can get from our office. This helps us to find the right person to give you a full and speedy response. You can write a letter to the Centre Manager at JAG Training, 12 New Market Green, Eltham SE9 5ER or email [info@jag.training](mailto:info@jag.training).

We undertake to give you an initial response within fifteen working days of receipt of your written complaint.

**Stage 3** - If you are not satisfied with the response, you can appeal to the Quality manager or to the Director. Either will investigate the complaint and give you feedback within fifteen days. If you are still unhappy, you may be offered an interview with the Director to discuss the matter.

**Stage 4** - If you are still not happy with the Director's decision, learners and parents funded by the Education and Skills Funding Agency (ESFA) can raise a formal complaint in writing to [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk) or

The Complaints team,  
The Office of the Chief Executive,  
Education and Skills Funding Agency,  
Cheylesmore House,  
Quinton Road, Coventry, CV1 2WT

