

Policy Document ●●●

Complaints Procedure

Introduction

Reed Business School (RBS) is committed to maintaining high service standards to all its students, clients, and employers.

We aim to provide an immersive education experience where our students can receive the best standards of teaching, coaching and overall support for their studies. When either visiting or staying at the Manor it's our goal to make our students experience both comfortable and enriching.

If for any reason your stay or studies fall below your expectations, we certainly welcome your feedback, and we are committed to remedy anything that you feel has not met the robust standards we aim to deliver.

Document Control

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Signed:



Definition of Customers and Complaints Handling

At Reed Business School, the term “Customers” refers to:

- Employers who engage with our services,
- Apprentices enrolled in an Apprenticeship training programme delivered by Reed Business School, and
- Students attending Reed Business School outside of an Apprenticeship programme.

We are committed to delivering high-quality services to all our customers. If you feel that the service you have received does not meet your expectations, we encourage you to let us know. Your feedback is essential in helping us improve our standards and address any shortcomings.

Reed Business School is committed to ensuring that all complaints are handled in a professional, consistent, fair, and timely manner.

Complaint Definition

A complaint is an expression of dissatisfaction about an act, omission, decision or a service provided by us. A dissatisfaction may arise from the actions of a member of staff or from an area or program of work. Complaints provide an opportunity for RBS to listen, learn and act on the feedback of stakeholders.

Complaints Procedure

If you are dissatisfied with any aspect of your experience with Reed Business School and wish to raise a concern, please follow the procedure outlined below:

Informal Resolution:

In the first instance, you are encouraged to attempt to resolve the matter informally. Many concerns arise from misunderstandings, and these can often be addressed effectively through direct communication. Where appropriate, you should speak with the individual whose actions have caused concern, or with the manager responsible for the relevant service or policy.

Formal Complaint:

If the issue cannot be resolved informally, a formal complaint should be submitted at the earliest opportunity. Prompt action increases the likelihood of a satisfactory resolution and allows the School to address the matter efficiently and fairly.

Stage 1

Please put your complaint in writing together with all relevant documentation and any documentary evidence supporting the complaint. The grounds for the complaint must be clearly defined. Please send your complaint to:

Operations Manager
Reed Business School
The Manor
Little Compton
Moreton in Marsh
GL56 0RZ

You will need to provide:

- your name
- a contact address, telephone, and email address
- programme of study
- the date on which the problem arose.
- any supporting evidence.

Your complaint can also be emailed to rbs.reed@reedbusinessschool.co.uk and in the subject heading write "FAO Operations Manager – Complaint".

The Operations Manager will acknowledge the complaint within 5 working days of receipt and will let you know who will be dealing with the complaint.

Stage 2

Once a complaint has been formally submitted, a nominated representative of Reed Business School will contact you within two weeks of the referral. They will outline the proposed course of action and provide an estimated date by which the investigation is expected to be completed.

If for any reason, the investigation cannot be concluded by the stated date, you will be informed of the delay and provided with an updated timeline.

Upon completion of the investigation, the nominated representative will respond to you in writing by the agreed date. This response will include a summary of the findings and, where the complaint is upheld, details of the outcome and any actions to be taken.

Stage 3

If the "customer" is dissatisfied with the outcome of the investigation or the proposed remedial action this can be escalated, in writing, to the Senior Leadership Team/Managing Director. Please address the letter to:

Managing Director
Reed Business School Ltd.
The Manor
Little Compton
Moreton in Marsh
GL56 0RZ

Once a full investigation has been completed, the Managing Director will respond in writing confirming their findings within 2 weeks.

Stage 4: Escalation for Apprenticeship-Related Complaints

If you remain dissatisfied with the outcome of your complaint and it relates specifically to an apprenticeship programme, you may escalate the matter to the Education and Skills Funding Agency (ESFA).

Please note that the ESFA will only consider complaints related to the delivery and management of apprenticeship training. They do not handle complaints concerning employment matters, such as issues with your employment contract or workplace conditions.

For further guidance on how to contact the ESFA, please refer to their official website or contact Reed Business School for support in initiating the process.

Any complaint, concerns or enquiries regarding the apprenticeship may be escalated to the ESFA. Further information on the ESFA complaints policy is available here:

[Complaints procedure - Education and Skills Funding Agency - GOV.UK](#)

For complaints about FE colleges, training providers and other organisations that deliver post-16 learning, write to us using the ESFA enquiry form.

You can also write to the ESFA by post to:

Complaints Team
Education & Skills Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

The ESFA will reply to let you know what will happen next. If you're unhappy with the ESFA final response you have the right to complain to the Parliamentary and Health Service Ombudsman, through your local MP. See here for further details:

<https://www.ombudsman.org.uk>

Records

Records will be kept of any complaint or grievance, our response and any action taken. These records will remain confidential and will be stored in accordance with the Data Protection Act.

<https://www.reedbusinessschool.co.uk/complaints-procedure>

Terms & Conditions
www.reedbusinessschool.co.uk/terms-and-conditions

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