

Step2Skills

Compliments, Comments and Complaints Policy (V9.6 January 2025)

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1) COMPLIMENTS & COMMENTS

Step2Skills encourages the sharing of compliments and comments. They help improve service delivery and ensure processes are regularly reviewed. You can share your thoughts by contacting Step2Skills directly:

Email: Step2Skills@hertfordshire.gov.uk

Tel: 01992 556194

2) COMPLAINTS

Step2Skills takes complaints very seriously. We will acknowledge your complaint or comment within **three working days** and we will explain what will happen next. There are two stages to the Step2Skills complaints process which are set out below.

3) LEARNER/PARTICIPANT COMPLAINTS

Stage 1

If you are unhappy about something related to your course or the service received, you should notify your teacher, employment advisor, Step2Skills designated safeguarding person or a manager. We will respond to your complaint within 10 working days of receiving it. If that is not possible, we will tell you within 10 working days what action is being taken to resolve your complaint and how long it will take to give a response.

If you are accessing the service through one of our partner organisations, you should notify someone from the partner organisation such as the teacher, employment advisor, the partner's designated safeguarding person or a manager. The partner organisation will follow their Complaints Policy.

Many complaints can be resolved informally at Stage 1 through discussion with an appropriate manager.

Stage 2

If the complaint has not been resolved and you still feel dissatisfied, a formal complaint should be put in writing, dated and signed by the complainant. This complaint should be directed to the partner organisation or Step2Skills staff member who informed you of the outcome of your complaint at stage 1.

If the complaint is about Step2Skills directly (and not a partner organisation) and you are unable to submit your complaint in writing, support can be obtained by telephoning 01992 556194. Step2Skills can also be contacted by email at: Step2Skills@hertfordshire.gov.uk or by post at the following address:

Step2Skills
Hertfordshire County Council
CHO121, Farnham House, Six Hills Way, Stevenage, SG1 2ST

Partners/subcontractors should notify Step2Skills of all stage 2 complaints within 2 working days. These will be logged on the Step2Skills complaints register. If the complaint remains unresolved, Step2Skills may need to investigate whether the complaint was handled efficiently and in accordance with the organisation's established complaints process. Step2Skills will work with the HCC Customer Service Complaints Team to try and resolve the situation as swiftly as possible.

If the complaint remains unresolved by Step2Skills, Step2Skills will follow Hertfordshire County Council's Complaints Policy and Procedure. A copy of this is available from Step2Skills upon request using the contact details above.

4) PARTNERS AND EMPLOYERS WANTING TO MAKE A COMPLAINT

If a subcontractor, partner or employer wishes to make a complaint about Step2Skills, they should contact Step2Skills Head of Service in the first instance to discuss the matter.

Email: Step2Skills@hertfordshire.gov.uk
Tel: 01992 556194

5) FUNDING BODY

Once Step2Skills has fully investigated the complaint, if the complainant remains dissatisfied with the outcome, they are entitled to contact the funding body if they wish. Information for funding bodies is as follows:

Education and Skills Funding Agency (ESFA)

The ESFA will follow its [Complaints Procedure](#) and acknowledge receipt of the complaint within three working days. Email: customer.complaints@education.gov.uk or send a letter to:

Customer Service Team

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

For Employment projects/service

As these projects are funded by different funding agencies which can change, please contact Step2Skills at step2skills@hertfordshire.gov.uk or 01992 556194. The enquiry will be directed to the Quality Assurance Manager who will issue you with the correct contact details to refer the complaint to the relevant Funding Agency.

**If the complaint or concern involves Hertfordshire County Council you can also contact the [Local Government Ombudsman](#) by telephone on 0300 061 0614 or by writing to:
Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH**

6) REVIEW

Policy managed by: Quality Assurance Manager

Next Review date: January 2026