

Complaints Procedure

Acacia Training takes all complaints received seriously and aims to resolve complaints to a satisfactory outcome as quickly as possible.

If you wish to make a formal complaint this must be sent via e-mail to the complaints coordinator ToniLC@acaciatraining.co.uk being identified as 'Formal complaint'

We will ensure to respond to the complainant within 24 hours and explain the complaints procedure. We will then either:

- deal with the complaint directly.
- notify the most appropriate manager (if they are not already aware as above) with regards to the details, if deemed more appropriate.

Where a more appropriate manager has been identified they will then be responsible for handling the complaint and any investigations from there on.

We will record the complaint in the complaints log and maintain the complaints log until the complaint is closed. The individual Manager will provide information to keep the complaints coordinator informed at all stages of the complaint to allow this process to take place.

The complainant will be presented with the evidence and conclusion either by meeting, email, or telephone discussion. Acacia Training aims to resolve the complaint within 5 working days. However, where circumstances dictate this time span can be extended but will be no longer than 15 working days.

If the complaint is resolved or actions agreed to resolve, then the Manager who has dealt with the complaint will then follow up the complainant within an agreed timeframe with the complainant to aim for a satisfactory outcome.

If there is not a satisfactory resolution at this point, then the full details and investigation of the complaint will be forwarded to an appropriate board director, who will review the information collated to date. If there is still no satisfactory resolution, then the complaint will be recorded as unresolved.

If necessary, Acacia Training will lodge the complaint/concern with regulatory bodies, for example if safeguarding issues or Prevent.

All complaints will be discussed at the monthly Management meeting and an action plan devised to ensure the same complaints do not arise in the future.

Flow Chart of Complaints Procedure

Step 1:
Complaint received &
recorded.

Step 2:
Acacia Complaints Co-
Ordinator to contact
complainant to confirm
receipt of complaint
within 1 working day.
Appropriate Manager will
be identified to
investigate complaint.

Step 3:
Complainant contacted
with agreed timeframe
for investigation. Log
completed by complaints
coordinator.

Step 4:
Appropriate Manager
investigates complaint
within 5 working days
and keeps complaints
coordinator up to date.

Step 5:
Complainant to be
presented with findings
and seek resolution. Aim
for actions to be put in
place towards a
resolution.

Step 6:
If no satisfactory result,
appropriate board
director is informed to
review.

You can contact the DfE once you have exhausted Acacia Training Ltd Complaint process.
(Please note that Whistleblowing involves entering a 'whistleblowing' web form on the 'Contact the
Department for Education' page, which can be found below)

Access link for complaints and whistleblowing:

[https://form.education.gov.uk/service/
Contact the Department for Education](https://form.education.gov.uk/service/Contact%20the%20Department%20for%20Education)

<https://www.gov.uk/government/organisations/department-for-education/about/complaints-procedure>

Current version: V7	Previous version: V6
Reviewed by: H Marriott	Changes made: Complaint e-mail address updated
Issued: 11/02/2025	Next review date: 10/02/2026
Signed by: (Name & role) H Marriott Operations Director	Signature: 