

Ginger Nut Training.



Document Title

Complaints and Appeals

Originator

Director

Responsible Person

Quality and Compliance Lead

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Introduction

Ginger Nut Training is committed to delivering quality services. However, we accept that occasionally things can go wrong. This policy and procedure describe how learners, apprentices, employers, partners, subcontractors or third parties acting on their behalf (where appropriate), and members of the public may make a complaint to Ginger Nut Training if they are dissatisfied with any aspect of our service.

If you encounter a level of service that you feel does not meet your expectations, we would like to hear from you. Equally, if you are pleased with the services offered, or have a suggestion on how we might improve our services, please let us know.

This complaints policy does not cover any appeals against a decision made by Ginger Nut Training pertaining to a judgement made on a programme submission or any quality assurance judgement made on a Provider programme. Instead, any enquiry or appeal should be made by referring to the Ginger Nut Training Appeals Policy (below) and submitted to Ginger Nut Training using an Appeals Form.

Ginger Nut Training evaluates complaints and dissatisfaction on a quarterly basis. The complaints are reviewed by Senior Managers and any actions to improve are implemented and policy and procedures adjusted to reflect any changes. This supports our quality improvement arrangements and helps leaders identify recurring themes, risks, and barriers affecting learners and apprentices.

This policy is designed to support a culture in which learners and apprentices feel safe, are listened to, and are confident that concerns will be taken seriously and acted on fairly. It also supports our duty to promote equality of opportunity, safeguard learners, and respond to concerns in a timely and proportionate way.

Inclusion

Ginger Nut Training is committed to ensuring that all learners, employers, partners, and members of the public can raise concerns without disadvantage or discrimination. This policy reflects Ginger Nut Training's duties under the Equality Act 2010 to ensure that no individual is disadvantaged when raising a complaint or appeal. In line with the current Ofsted framework for further education and skills, we ensure that our complaints and appeals procedures are inclusive, accessible, and reflective of the diverse needs of the learners we serve.

We actively promote a culture where all individuals, particularly those with protected characteristics or additional vulnerabilities, feel safe, respected, and confident in voicing concerns.

We will make reasonable adjustments where needed so that no learner, apprentice, employer or stakeholder is disadvantaged when making a complaint or appeal. This includes support for



individuals with SEND, learning difficulties or disabilities, mental health needs, language barriers, or other barriers to learning and/or wellbeing.

How to Make a Complaint

To make a complaint please click [here](#) to be taken to our complaints form or you can access it on your e-portfolio.

We recognise that learners and stakeholders may have different communication needs. Alternative formats of this policy, including simplified text, large print, audio guidance, and assisted submission support, are available on request. Reasonable adjustments will be made to ensure that individuals with learning difficulties, disabilities, or language barriers are not disadvantaged in accessing the complaints or appeals process

During all complaint investigations, Ginger Nut Training will consider whether any underlying barriers, such as learning needs, safeguarding concerns, or equality-related issues, may have contributed to the complaint.

We will ensure a fair, non-judgemental approach that recognises the diversity of learner experiences. Senior managers will analyse complaint patterns to identify whether certain groups of learners are disproportionately represented and take appropriate action to address inequalities. Complaints may be submitted by email, in writing, through our published complaints form, or with support from a member of staff where a reasonable adjustment is required. Where a complainant needs help to submit their complaint, Ginger Nut Training will provide or arrange appropriate support.

Do you need to complain?

The team at Ginger Nut are always willing to listen and it would be great to hear from you before you make a formal complaint. You might be unhappy about something but is it worth discussing with us first so we can resolve it beforehand? If you have tried this route and are still not satisfied, then you can make a formal complaint. If you wish to talk to someone informally before making a formal complaint, please contact: delivery@gingernuttraining.co.uk or call 020 7495 5110 and we will put you in touch with the person who is best able to help you.

Raising a concern informally will not prevent you from making a formal complaint later. However, if the matter relates to safeguarding, discrimination, harassment, bullying, unlawful practice, or a serious risk to a learner or apprentice, Ginger Nut Training may move directly to a formal investigation or safeguarding response.

What is a complaint?

Everyone has a different opinion as to what a complaint is. Ginger Nut Training view a complaint as being dissatisfied with a product and/or service. In the main complaints fall into these Ginger Nut categories

- Failing to stick to our own policies and procedures.
- Failing to deliver what we say we will deliver. Where can you find this information? For students, you can find this information in your commitment statement. For other customers you can find it in the Training Agreement that was signed before learning commenced.
- An example is, if we say that your tutor will see you every 4-6 weeks and your tutor doesn't turn up or keeps cancelling, then we need to know. We do monitor our tutors, but things can go wrong.
- Relationship issues e.g. Ginger Nut staff behaviour.
- Hopefully you will never encounter any rudeness from the Ginger Nut team, however, if this does happen then please let us know so we can address it.
- Assessment delivery.
- If you are not happy with any feedback from your assessor on your apprenticeship qualification, then we want to hear from you. Where the issue is about an assessment decision, grade, internal quality assurance judgement, or other formal decision, this may instead be treated as an appeal under the Appeals Process below.
- Poor quality of teaching, training, coaching, assessment or review.
- Failure to provide a safe, respectful, inclusive or accessible learning environment.
- Bullying, harassment, victimisation, discrimination or unfair treatment.
- Concerns relating to subcontracted delivery or partner arrangements, where Ginger Nut Training remains responsible for the learner experience.

Who can make a complaint?

Anyone who engages with us can make a complaint. Complaints may be made by learners, apprentices, employers, parents/carers where appropriate, partners, members of the public, or a third party acting on someone's behalf with their permission.

All complaints must be made in writing and sent either via email to: delivery@gingernuttraining.co.uk or post to: Quality and Compliance Lead, Ginger Nut Training, 37 Queen Street, Colchester, Essex, CO1 2PQ.

We will normally only investigate complaints where the complainant can be identified. However, anonymous information may still be recorded and considered, particularly where it raises safeguarding, welfare, unlawful practice, fraud, discrimination, or other serious risk concerns.

Making a complaint against Ginger Nut Training

If you have a complaint, or if you are dissatisfied, regarding any aspect of the service you have received from Ginger Nut Training, please contact us as soon as possible to enable us to try to resolve the issue quickly. If, having contacted us directly, you are still dissatisfied, please send us a written complaint, using the Ginger Nut Training Complaints Form (available [here](#)).

The Ginger Nut Training Quality and Compliance lead has overall responsibility for arranging a hearing where applicable. The panel will consider the complaint, and after a stringent review and evaluation process, will recommend an appropriate outcome and action plan if the complaint is upheld.

Investigations will be carried out by a manager who is appropriately senior and, wherever possible, not directly involved in the issue being complained about. Where the complaint concerns safeguarding, the Designated Safeguarding Lead will be informed, and appropriate action will be taken without delay. Where the complaint concerns a senior postholder, it will be referred to a director or another suitably independent person.

How Ginger Nut will respond

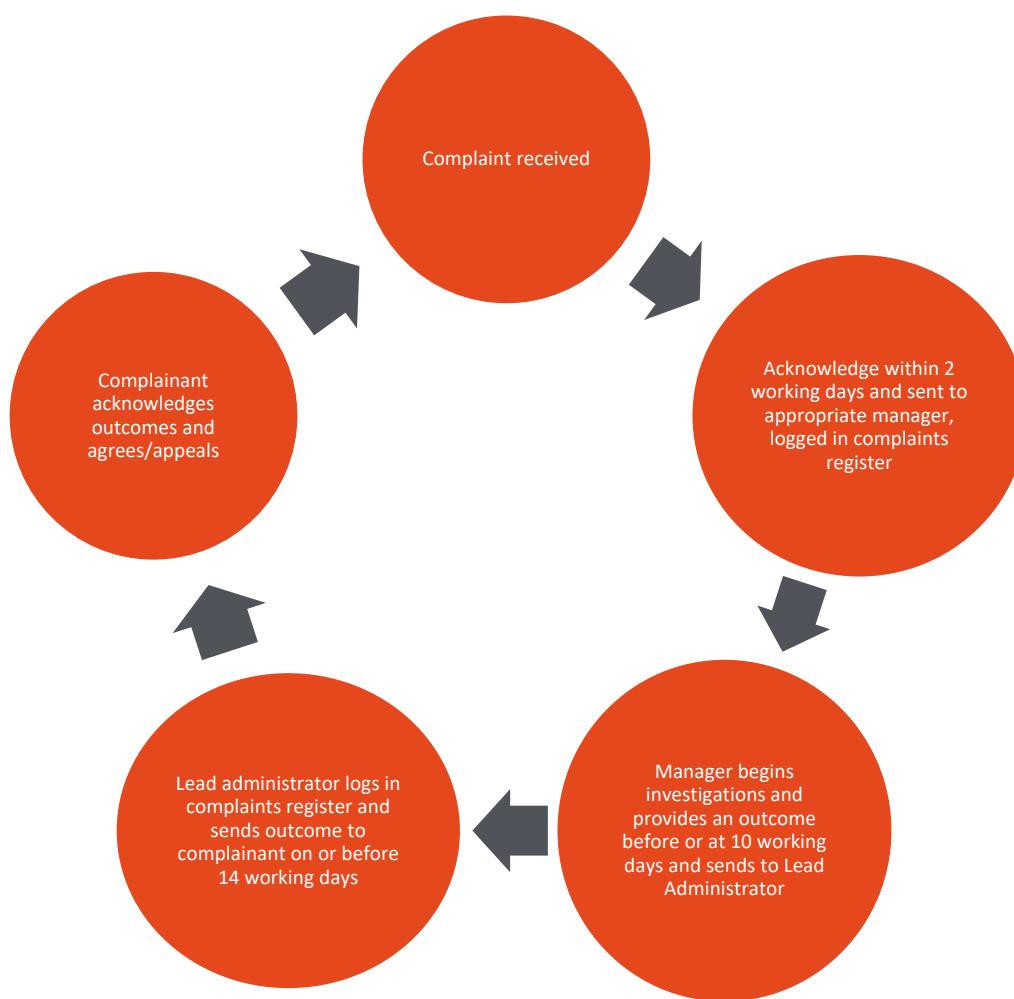
Ginger Nut Training response to a complaint

When we receive your complete complaint form

- We will acknowledge your complaint within 2 working days. Acknowledging a complaint to you means that we have received your complaint and have forwarded your complaint to the appropriate person to start investigations.
- The Quality and Compliance Lead will process the complaint and forward the complaint to the appropriate senior manager, such as Director / Centre Manager, to investigate the matter and will aim to share the outcome with you within 10 working days of receipt. If a definitive outcome cannot be given within this time (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be updated as to the progress being made.
- We will treat your correspondence in strict confidence, with fairness and objectivity.
- We will inform you of our decision when a full investigation has been completed.
- Our written outcome will normally include:
 - the issues considered
 - the evidence reviewed
 - the decision reached
 - any actions to be taken
 - details of how to escalate the matter if you remain dissatisfied

If after receiving Ginger Nut Training's decision in response to your complaint you are not satisfied, then the matter will be referred to the responsible Ginger Nut Training Director.

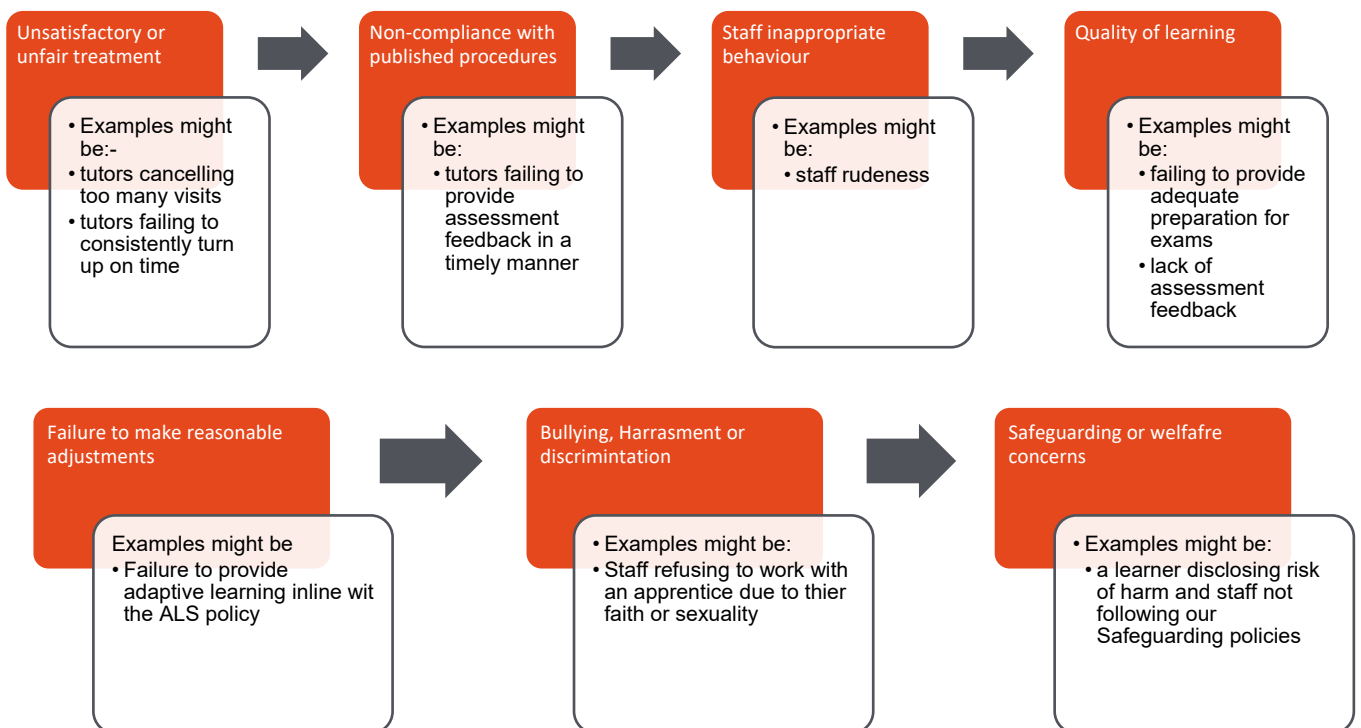
At all stages, records of the complaint, evidence considered, actions taken and final outcome will be retained in line with our data protection and retention arrangements.



What will be investigated

Ginger Nut Training will investigate complaints about the following:

- Unsatisfactory or unfair treatment
- Non-compliance with published procedures
- Staff's inappropriate behaviour
- Quality of learning (which will include assessment and teaching)
- Failure to make reasonable adjustments or provide an accessible service
- Bullying, harassment, discrimination, victimisation or equality-related concerns
- Safeguarding or welfare concerns, which will also be managed under relevant safeguarding procedures where applicable



Ginger Nut Training will not investigate:

- Contractual disputes
- Complaints that are judged, with evidence, to be vexatious, abusive or deliberately misleading
- Anonymous complaints except where serious concerns require review
- Incidents that took place over 12 months previously unless there is a good reason for the delay, including vulnerability, fear of reprisals, or where the matter is serious

Where a complaint falls outside this policy, we will explain why and, where possible, signpost

the complainant to the correct procedure or organisation.

Partnership Working

Should Ginger Nut Training work with external suppliers or other training providers, Ginger Nut Training will follow the provider's Complaints and Appeals procedures, where appropriate. For example, Ginger Nut Training may facilitate learners in part of the training programme, and Ginger Nut Training will abide by that provider's policy and procedure.

Where Ginger Nut Training is the main training provider, we remain responsible for ensuring learners and employers know how to complain and for coordinating responses where the complaint relates to the training we arrange or oversee, including subcontracted delivery where applicable.

If your complaint is linked to external activities such as examination tests, results etc., Ginger Nut Training will signpost you to the appropriate Awarding Body who have their own appeals procedure and further to the relevant qualification regulator.

If the matter relates to end-point assessment, learners and employers will be signposted to the relevant End-Point Assessment Organisation's appeals process, where applicable.

Evaluation

- Ginger Nut Training evaluates complaints and dissatisfaction on a 3-monthly basis through a maintained complaints log. This review is formally scheduled at quarterly intervals and used to identify trends, recurring issues, and opportunities to improve both processes and service delivery. Actions arising from these reviews are recorded, monitored, and fed into quality improvement planning..
- We also use feedback from complainants to look at their experience and to see if there is anything we can learn from that to improve our processes and service. So, if you make a complaint, you will receive a follow-up asking for your feedback. This follow-up is in the form of a questionnaire which you will receive in a communication from us within 2 weeks of the complaint being resolved.
- One example of this is when we received comments that the time frame of processing a complaint was too long. We understand that it can be a nervous time for those making a complaint and having to wait can be distressing. Some complaints do need time to be investigated; however, some complaints can be dealt with swiftly.



- As part of our evaluation cycle, we will analyse complaints from the perspective of inclusion, paying particular attention to learners with SEND, those from disadvantaged backgrounds, care-experienced learners, and those with protected characteristics. Insights from these groups will be used to improve training delivery, reduce barriers to learning, and ensure equitable treatment across the organisation. Findings will feed into staff training, safeguarding reviews, and ongoing quality improvement processes.
- Outcomes from complaints reviews are shared with senior leaders and inform staff training, risk management, and continuous improvement activities.

Senior leaders will review complaint themes alongside learner feedback, safeguarding information, attendance, progress and quality assurance evidence so that concerns are used to improve the learner experience and provision over time,

If our endeavours do not meet with your expectations, you have the opportunity to escalate your complaint further to the Department for Education (DfE) once Ginger Nut Training's complaints and appeals processes have been fully exhausted, or if you are being prevented from exhausting them.

You can make a complaint using [DfE's customer help portal](#). DfE will reply to let you know what will happen next.

You must contact DfE within 12 months of the issue happening

Or put them in a letter to:

Customer Service Team,
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT

For further information, please visit the below website:-

[Complain about a further education college or apprenticeship - GOV.UK](#)

Please note that the DfE will only deal with a complaint once the training provider's own complaints procedure has been exhausted, unless there are exceptional circumstances such as the provider no longer trading or preventing access to its process.

Ofsted does not usually resolve individual complaints about apprenticeship providers; concerns should first be raised through the provider's own complaints procedure. However, relevant concerns may form part of Ofsted's inspection intelligence. If there is an immediate

safeguarding risk, contact the local authority children's social care team, the police, or emergency services as appropriate.

This policy is also available online at <https://gingernuttraining.co.uk/policies/> and on the resources section of your OneFile login

Appeals Process

Introduction

Ginger Nut Training aims to provide fair and reliable judgements for apprentices who are on one of our training programmes. This policy is aimed at learners who wish to appeal against a Ginger Nut Training decision.

This policy does not cover a complaint against an aspect of the service received from Ginger Nut Training staff or representatives. Any complaint pertaining to Ginger Nut Training services, staff or representative should be made by referring to the Ginger Nut Training Complaints Policy (above) and submitted to Ginger Nut Training using the Complaints Form.

The appeals process will be conducted with careful consideration of individual learner needs, ensuring equitable treatment and full adherence to inclusive assessment practice. When reviewing assessments or IQA decisions, panels will take into account whether reasonable adjustments were correctly applied, whether any barriers to demonstration of competence existed, and whether any unconscious bias could have affected decisions. This reflects our commitment to fairness, transparency, and high expectations for all learners.

An appeal is a request for Ginger Nut Training to review a formal decision that has been made. This may include assessment decisions, internal quality assurance decisions, access arrangements, reasonable adjustments, programme decisions, or other decisions that affect a learner's progress or outcome.

Ginger Nut Training Appeals Procedure

If you wish to appeal against a decision made by Ginger Nut Training, please contact us as soon as possible to enable us to try to resolve the issue quickly. If, having contacted us directly, you still wish to proceed to appeal, please send us a written appeal, using the Ginger Nut Training Appeals Form (available [here](#)).

If your appeal is linked to external activities such as examination tests, results etc, and you are not satisfied with the results of your appeal, Ginger Nut Training will signpost you to the appropriate Awarding Body, who have their own appeals procedure, within 20 working days, and further to the relevant qualification regulator. Learners can also access the complaints and appeals procedure for Ginger Nut Training and Awarding Bodies on One File, our e -portfolio system.



Learners who may feel anxious, vulnerable, or unsure about raising a concern can request support from an impartial staff member, safeguarding officer, or advocacy representative. This ensures that no learner avoids submitting a complaint or appeal due to confidence, communication, or wellbeing barriers. Staff will ensure that all parties are supported compassionately and respectfully throughout the process.

- We will acknowledge your appeal within 2 working days, which means that your appeal has been forwarded to the appropriate manager for investigations to commence.
- The Quality and Compliance lead will process to the appropriate senior manager who will begin to investigate the appeal matter and will aim to give you the results of our investigations within 10 working days of receipt. If a definitive outcome cannot be given within this time e.g. when a matter is very complex or where we must consult a third party on the matter, you will be updated as to the progress being made.
- The appeal request, evidence and relevant documents will be presented to the Centre Manager, if your appeal is about procedures or the IQA if it is assessment related who will advise if there are grounds for appeal.
- If it is deemed that there are no grounds for appeal, then the appeal will be refused. The reasons for this decision will be given to you in writing.
- We will treat your correspondence in strict confidence, with fairness and objectivity.
- Where possible, the appeal will be reviewed by someone who was not involved in the original decision.
- The written appeal outcome will include the decision, reasons, any actions arising, and whether there is any further stage available.
- Where an appeal identifies weaknesses in practice, assessment, communication or support arrangements, Ginger Nut Training will use this information for quality improvement and staff development.

We will inform you of the decision when a full investigation has been completed

Version Control

Version	Date	Author	Summary of changes
1.1	April 2026	Q&C Lead	Comprehensive review to align with current Ofsted expectations and DfE guidance. Updates include: enhanced focus on learner voice, safeguarding considerations, equality and diversity, and inclusive practice; clarification of complaints vs appeals; improved accessibility and reasonable adjustments; strengthened escalation routes (DfE); clearer investigation processes and outcomes; inclusion of quality improvement and leadership oversight of complaints data.

J Celino

J Celino (Apr 1, 2026 14:04:16 GMT+1)



Dan Williams

Dan Williams (Apr 1, 2026 14:08:14 GMT+1)











2026 April Complaints Appeals Policy

Final Audit Report

2026-04-01

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