

Learner Grievance and appeals Policy

Derby Skillbuild are committed to making sure that learners are always happy with the learning they have received. We are also always looking for ways we can improve the learning environment. This policy aims to provide a resolution to any complaints a learner has and what the correct way to go about making the complaint.

Step 1 Speak to a member of staff at the centre. (Tutor/Centre manager) or fill out the form that you will find in your student handbook.

Step 2 for complaints regarding learning, or to the centre will be acknowledged and the Manager will respond to the complaint within 7 days of receiving it.

Step 3 If you are not happy with the response or feel like the complaint is not resolved then you can make a formal complaint with the trustees at Derby Skillbuild and they will investigate this further. This will be done within 20 days of receiving the complaint.

All complaints will be dealt with in a sensitive and caring way, we understand that raising a complaint can be a very stressful process and we will work very closely with you. You can make your complaint anonymously, but you will not be able to get a response back from us, this does not mean we will not look into this complaint.