



COMPLAINTS: POLICY & PROCEDURE

Last Reviewed – July 2026

Next Review Date – August 2027

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This policy covers all areas across the Education for Industry (EFI) Group. It is a standard policy and process that applies to EFI Group, and all subsequent Divisions¹. The exception relates to complaints relating to any aspect of the admissions process.

Policy/Process Owner	Associate Director of QAE
Version	26/27
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Approved by	Principal & CEO

¹ Fashion Retail Academy (FRA), London College of Beauty Therapy (LCBT), Education for Industry Training (EFIT)

1.0 INTRODUCTION

1.1 Purpose

Education for Industry Group (EFI Group) is committed to providing an outstanding educational experience and high-quality services for all students, apprentices, applicants and stakeholders.

We recognise that, despite our commitment to continuous improvement, occasions may arise where individuals are dissatisfied with an aspect of the education, services or facilities we provide. We view complaints positively as an important source of feedback, enabling us to identify opportunities to improve our services, strengthen our practices and enhance the student experience.

This policy sets out the principles and procedures through which complaints will be considered fairly, consistently and proportionately across all divisions of the EFI Group.

1.2 Scope

This policy applies to complaints relating to:

- Further Education provision.
- Higher Education provision.
- Apprenticeship provision.
- student support services.
- professional services.
- administrative processes.
- facilities and resources.
- any other service delivered by, or on behalf of the EFI Group.

The policy applies across all divisions of the EFI Group, including:

- Fashion Retail Academy (FRA).
- London College of Beauty Therapy (LCBT).
- Education for Industry Training (EFIT).

Admissions complaints are managed separately under **Section 7** of this policy.

Where a complaint relates to a Higher Education programme validated by Falmouth University, the review process may differ from that used for Further Education and Apprenticeship provision. This reflects the respective responsibilities of the EFI Group and Falmouth University for the consideration of complaints relating to academic standards. The applicable review route is explained within Section 5 of this policy.

1.3 Definition of a Complaint

For the purposes of this policy, a complaint is defined as:

An expression of dissatisfaction about the standard of service, actions or lack of action by the EFI Group, its staff, or those acting on its behalf, where the complainant believes they have been adversely affected and wishes the matter to be investigated and responded to formally.

A complaint may relate to a single incident or a series of related events.

This policy is intended to address concerns relating to service delivery, processes or conduct. It is not intended to challenge matters of academic judgement or decisions that are subject to separate appeal procedures.

1.4 Our Commitment

The EFI Group is committed to ensuring that complaints are:

- handled fairly, objectively and consistently.
- investigated by individuals with the appropriate authority and independence.
- considered without prejudice, discrimination or bias.
- resolved as promptly as reasonably possible.
- proportionate to the issues raised.
- accessible to all complainants, including those requiring reasonable adjustments.
- used as an opportunity to improve the quality of our education, services and student experience.

No individual will be disadvantaged or treated less favourably because they have raised a complaint in good faith.

1.5 Continuous Improvement

Complaints form an important part of the EFI Group's quality assurance and enhancement framework.

The EFI Group is committed not only to resolving complaints fairly, but also to learning from them. Themes, trends and recommendations arising from complaints will be monitored by the Associate Director of Quality Assurance & Enhancement and used to:

- improve policies, procedures and operational practice.
- inform staff development and training.
- strengthen the quality of education and support services.
- enhance the student experience.
- reduce the likelihood of similar issues occurring in future.

Anonymised complaint data and emerging themes will be reported through the EFI Group's quality governance arrangements, including the Quality Steering Committee (QSC), to support institutional oversight and continuous enhancement.

1.6 Relationship with Other Procedures

Some concerns raised by students or applicants may be more appropriately considered under another EFI Group policy or procedure, such as an Academic Appeals Procedure, Student Disciplinary Procedure, Safeguarding Policy or Admissions Procedure.

Where this is the case, the EFI Group will advise the individual accordingly and, where appropriate, refer the matter to the relevant procedure. In some circumstances, a complaint may contain issues that fall under more than one procedure. Where appropriate, these matters may be considered separately to ensure that each aspect is addressed under the correct process.

2.0 GUIDING PRINCIPLES

The EFI Group is committed to ensuring that all complaints are managed in accordance with the following principles.

- 2.1 Fairness and Impartiality: All complaints will be considered fairly, objectively and without prejudice. Investigations will be proportionate to the issues raised and based upon the available evidence.

Where appropriate, complaints will be investigated by a member of staff who has had no previous involvement in the matter under consideration.

- 2.2 Accessibility: The EFI Group is committed to ensuring that its complaints procedure is accessible to all.

Complainants requiring reasonable adjustments at any stage of the process, including alternative formats, communication support or other adjustments arising from a disability, medical condition or additional need, are encouraged to contact Student Services or the Quality Assurance & Enhancement (QAE) Office at the earliest opportunity.

Reasonable adjustments will be considered on an individual basis to ensure that complainants are able to engage fully with the process.

- 2.3 Confidentiality: Complaints will be handled sensitively and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information relating to a complaint will normally only be shared with those who require it in order to investigate, consider or respond to the complaint.

Whilst every effort will be made to maintain confidentiality, absolute confidentiality cannot be guaranteed where disclosure is necessary to enable a fair investigation or where required by law.

- 2.4 Raising Complaints in Good Faith: The EFI Group encourages students, applicants and other stakeholders to raise genuine concerns without fear of disadvantage.

No individual will suffer detriment for making a complaint in good faith, regardless of whether the complaint is ultimately upheld.

The EFI Group expects complainants, and staff involved in responding to complaints, to engage with the process respectfully and professionally at all times.

- 2.5 Timeliness: Complaints should normally be submitted within **eight weeks** of:

- the incident occurring; or
- the complainant becoming aware of the matter giving rise to the complaint.

Complaints submitted outside this timeframe will normally only be accepted where there are exceptional circumstances explaining the delay.

The EFI Group will endeavour to manage complaints within the published timescales set out in this policy.

Where it is not reasonably possible to meet a published timescale owing to the complexity of the complaint, staff availability or the need for additional enquiries, the complainant will be informed in writing of:

- the reason for the delay.
- the revised timescale.
- any further information required.

Where additional information or evidence has been requested from the complainant, the investigation timescale may be paused until the requested information has been received.

- 2.6 Evidence: Complainants are expected to provide any information or evidence reasonably available to support the matters raised.

Where documentary evidence is unavailable, complainants should provide as much detail as possible to enable the complaint to be investigated.

Complaints will not normally be rejected solely because documentary evidence cannot be provided.

- 2.7 Third-Party Complaints: Where a complaint is submitted by a parent, guardian, representative or another third party on behalf of a student aged 18 or over, the EFI Group will normally require the student's written consent before investigating or discussing the complaint.

This requirement may be waived where there is a legal obligation or safeguarding reason to do so.

- 2.8 Group Complaints: The EFI Group recognises that, on occasion, multiple individuals may wish to raise concerns about the same issue.

Where complaints relate to substantially the same circumstances, complainants may submit a group complaint.

The group must nominate one individual to act as the lead complainant. All members of the group must confirm in writing that they:

- consent to the lead complainant acting on their behalf.
- agree that the complaint accurately reflects a shared experience.

Group complaints should only be used where the issues raised are materially the same for all complainants.

Where individual circumstances differ significantly, the EFI Group may require complaints to be considered separately.

Should members of a group complaint disagree with a proposed resolution, the EFI Group reserves the right to separate the complaint into individual cases from the current stage of the procedure.

- 2.9 Anonymous Complaints: Anonymous complaints may be considered where the issues raised indicate a significant risk to students, staff, the wider EFI Group community or the integrity of its operations.

However, anonymous complaints may be more difficult to investigate and, where insufficient information is available, the EFI Group may be unable to take further action.

- 2.10 Malicious, Frivolous or Vexatious Complaints: The EFI Group recognises that the overwhelming majority of complaints are made in good faith.

However, where a complaint is found to be deliberately malicious, frivolous, vexatious, abusive or constitutes an unreasonable use of the complaints procedure, the EFI Group reserves the right to discontinue consideration of the complaint.

A complaint will not be regarded as vexatious solely because the complainant is persistent or dissatisfied with the outcome.

- 2.11 Conflict of Interest: Any member of staff with an actual or perceived conflict of interest in relation to a complaint will take no part in investigating, reviewing or determining its outcome.

Where appropriate, an alternative investigator or reviewer will be appointed.

3.0 MATTERS EXCLUDED FROM THIS PROCEDURE

The EFI Group is committed to ensuring that concerns are considered under the most appropriate policy or procedure.

The following matters fall outside the scope of this Complaints Policy and will normally be considered under alternative procedures.

- 3.1 Academic Appeals: Complaints about academic decisions, assessment outcomes or the decisions of Assessment Boards, Progression Boards or Award Boards cannot be considered under this policy.

Such matters are governed by the relevant Academic Appeals Procedure applicable to the qualification or awarding body.

For Higher Education programmes, academic appeals will normally be considered under the relevant Falmouth University Academic Appeals Procedure.

- 3.2 Academic Judgement: This policy cannot be used to challenge matters of academic judgement.

Academic judgement includes decisions made by appropriately qualified academic staff regarding, for example:

- academic standards.
- assessment decisions.
- academic merit.
- the quality of academic work.
- progression decisions based upon academic performance.

The EFI Group will not substitute its own judgement for that of appropriately authorised academic staff where procedures have been followed correctly.

- 3.3 Complaints about other Students: Complaints solely concerning the behaviour of another student will normally be considered under the Student Conduct or Student Disciplinary Procedure rather than this Complaints Policy.

Where the complaint concerns the actions of a student acting on behalf of the EFI Group (for example as a Student Ambassador, Student Executive, or other such representative), the matter may instead be considered under this policy where appropriate.

- 3.4 Student Discipline: Complaints relating to the outcome of student disciplinary proceedings are excluded from this procedure.

Students wishing to challenge a disciplinary outcome should refer to the relevant Student Disciplinary Procedure or Student Conduct Procedure.

- 3.5 Admissions Decisions: Complaints relating to the administration of the admissions process are considered under the Admissions Complaints Procedure set out in **Section 7** of this policy.

Applicants do not have a right to challenge academic judgement or admissions decisions reached fairly and in accordance with the EFI Group Applications & Admissions Policy.

- 3.6 Safeguarding Concerns: Where information received through a complaint raises an actual or potential safeguarding concern, the matter will immediately be referred to the Designated Safeguarding Lead (DSL).

Safeguarding matters will be managed in accordance with the EFI Group Safeguarding Policy and statutory safeguarding duties.

The complaints process may be paused or adapted where necessary to protect the welfare of those involved or to avoid prejudicing safeguarding enquiries.

- 3.7 Employment Matters: Complaints relating to the employment of EFI Group staff, including recruitment, performance management, disciplinary matters, grievance procedures or other employment issues, fall outside the scope of this policy.

Such matters will be managed in accordance with the relevant Human Resources policies and procedures.

- 3.8 Matters Subject to Legal or Regulatory Proceedings: The EFI Group reserves the right to suspend, defer or discontinue consideration of a complaint where:

- the matters are subject to ongoing legal proceeding.
- there is an active police investigation.
- there are ongoing regulatory investigations.
- continuing the complaint investigation may prejudice other formal proceedings.

Where appropriate, consideration of the complaint may resume once those proceedings have concluded.

- 3.9 Previously considered complaints: The EFI Group will not normally reconsider complaints that have:

- already completed the internal complaints procedure.
- previously been investigated under another appropriate EFI Group procedure.
- already been reviewed by an appropriate external body;

unless significant new evidence becomes available that could not reasonably have been provided during the original investigation.

Where a matter falls wholly or partly outside the scope of this policy, the EFI Group will explain the reasons to the complainant and, where appropriate, signpost or refer them to the relevant policy or procedure. Where a complaint contains matters that fall under more than one procedure, the EFI Group may consider each aspect separately to ensure it is addressed under the appropriate process.

4.0 COMPLAINTS PROCEDURE

The EFI Group is committed to resolving complaints as early as possible. Most concerns can be addressed through informal discussion before progressing to the formal stages of this procedure.

The complaints procedure consists of the following stages:

Stage 0 **Early Resolution**

Stage I **Investigation**

Stage II **Internal Review**

Depending on the nature of the complaint and the programme of student:

- Higher Education complaints relating to academic standards may proceed directly to the relevant review process operated by Falmouth University.
- All other complaints may proceed to EFI Group Stage II internal review.

Final Stage **External Review** (where applicable)

The external review route will depend upon the qualification, validating and awarding organisation, and regulatory framework.

4.1 Stage 0 – Early Resolution

The EFI Group encourages concerns to be raised as soon as reasonably possible with the member of staff, team or department most directly involved.

The purpose of Early Resolution is to resolve concerns promptly, fairly and informally before a formal investigation becomes necessary.

Concerns may be raised:

- in person.
- by telephone.
- by email.
- through another appropriate communication method.

Where appropriate, a meeting may be arranged with the complainant.

If the complainant does not feel comfortable approaching the individual directly involved, concerns may instead be raised with an appropriate manager, Programme Manager, Head of Curriculum, Personal Tutor or Student Services.

Where appropriate, informal mediation may also be offered.

Students may be accompanied by a friend, representative or other appropriate supporter during informal meetings.

Any agreed resolution will be confirmed in writing and retained in accordance with the EFI Group Records Retention Schedule.

The EFI Group will normally seek to resolve concerns through Early Resolution within **10 working days**.

Participation in Early Resolution does not prevent a complainant from subsequently accessing the formal complaints procedure should they remain dissatisfied.

4.2 Stage I – Investigation

Where a complaint cannot be resolved through Early Resolution, or where informal resolution is not considered appropriate, a formal complaint may be submitted.

Complaints should normally be submitted using the EFI Group Student Complaint Form together with any supporting information or evidence available.

Formal complaints should be submitted to: **qae@efigroup.ac.uk**

The Quality Assurance & Enhancement team will acknowledge receipt of the complaint within **two working days**.

An initial review will be undertaken to determine:

- whether the complaint falls within the scope of this policy.
- whether sufficient information has been provided.
- whether another EFI Group procedure would be more appropriate.
- whether any immediate action is required.

Where necessary, further information may be requested before the investigation commences.

The investigation will normally be undertaken by the Associate Director of Quality Assurance & Enhancement.

Where appropriate, another suitably senior and independent member of staff may be appointed to investigate the complaint.

The investigator may:

- review documentary evidence.
- interview the complainant.
- interview relevant staff.
- interview witnesses.
- seek specialist advice where appropriate.
- review policies, procedures and records.
- request additional information from any party.

Investigations will normally be completed within **20 working days**.

Where the complaint is particularly complex, involves multiple parties or requires additional enquiries, the complainant will be informed of revised timescales.

Following completion of the investigation, the complainant will receive a written outcome explaining:

- the matters investigated.
- the evidence considered.
- the findings.
- the decision reached.
- any recommendations or actions arising.
- the next stage available should the complainant remain dissatisfied.

4.3 Stage II – Internal Review

If the complainant remains dissatisfied following the outcome of Stage I, the next stage will depend upon the nature of the complaint.

This reflects the different regulatory responsibilities applying to Further Education, Higher Education and Apprenticeship provision.

Higher Education complaints relating to academic standards: Where a complaint relates wholly to academic standards on a Higher Education programme validated by **Falmouth University**, and the complainant remains dissatisfied following Stage I, the complaint may be referred directly to **Falmouth University** under its published complaints procedure.

In these circumstances, the EFI Group will not normally undertake a Stage II internal review.

The Associate Director of Quality Assurance & Enhancement will advise the complainant of the appropriate process and provide details of the next steps.

Mixed complaints:

Where a complaint contains matters relating both to:

- academic standards.
- service delivery, administration or other matters;

the EFI Group may separate the complaint into its constituent parts.

Matters relating to academic standards may be referred to Falmouth University following Stage I.

Remaining matters will continue through the EFI Group Stage II review process where appropriate.

Where required, a Completion of Procedures (CoP) Letter will be issued in relation to those matters that have completed the EFI Group's internal procedures.

All other complaints: Complaints relating to Further Education, Apprenticeships, student services, professional services, facilities or other operational matters may proceed to Stage II (see 4.3.1 below).

4.3.1 EFI Group Internal Review Process

Where a complaint remains eligible for internal review following Stage I, the complainant may request a Stage II Internal Review to gae@efigroup.ac.uk.

A request for Stage II should normally be submitted within **10 working days** of the Stage I outcome and should explain clearly:

- why the complainant remains dissatisfied.
- any aspects of the investigation or outcome they believe were unreasonable or incomplete.
- any procedural irregularities they believe occurred.
- any new evidence that could not reasonably have been provided during Stage I.

Stage II is **not a reinvestigation** of the complaint.

The purpose of the review is to determine whether:

- the Stage I investigation was conducted fairly and in accordance with this policy.
- all relevant evidence was considered.
- the conclusions reached were reasonable and proportionate based on the evidence available.
- any procedural irregularities may have materially affected the outcome.

The review will normally be undertaken by a member of the executive leadership team² who has had no previous involvement in the complaint.

The reviewer may:

- uphold the original outcome.
- partially uphold the complaint.
- uphold the complaint.
- recommend further investigation.
- recommend additional actions or remedies where appropriate.

The complainant will normally receive the Stage II outcome within **15 working days**.

The Stage II outcome represents the completion of the EFI Group's internal complaints procedure unless an external review route is available.

5.0 EXTERNAL REVIEW

Following completion of the EFI Group's internal complaints procedure, some complainants may have access to an external review or independent complaints process, depending on the programme of study or awarding organisation.

- 5.1 Higher Education: For students studying Higher Education programmes validated by **Falmouth University**, the external review route will depend upon the nature of the complaint.

Where a complaint relates to academic standards, the complainant may be referred directly to **Falmouth University** following the Stage I investigation, in accordance with the University's published complaints procedure.

Where a complaint has completed the EFI Group's Stage II procedure, the complainant will be advised whether any further review is available through Falmouth University or the Office of the Independent Adjudicator (OIA), as appropriate.

- 5.2 Office of the Independent Adjudicator (OIA): The Office of the Independent Adjudicator for Higher Education (OIA) operates an independent scheme for the review of student complaints made by students studying on qualifying Higher Education programmes (classified as qualifications at Level 4 and above).

Where a complainant has completed the EFI Group's internal complaints procedure and remains dissatisfied with the outcome, they may be entitled to request an independent review by the OIA.

² Or member of Senior Leadership Team (SLT) nominated by the Principal & CEO

The OIA does not normally reconsider the substance of academic judgement but will consider whether the EFI Group has acted reasonably, followed its procedures correctly and reached a decision that was fair in the circumstances.

Where a complaint is eligible for review by the OIA, the EFI Group will issue a Completion of Procedures (COP) Letter confirming that its internal procedures have been exhausted. The complainant should normally submit their complaint to the OIA within the timescale specified by the OIA from the date of the Completion of Procedures Letter.

Further information about the OIA, including eligibility criteria, guidance and how to submit a complaint, is available on the OIA's website: www.oiahe.org.uk

- 5.3 Further Education and Apprenticeships³: Where an external complaints process exists through an awarding organisation, validating organisation or regulator, complainants will be provided with details of the relevant organisation once the EFI Group's internal procedure has concluded.

The EFI Group will advise complainants where such routes are available but cannot determine whether an external body will accept a complaint for review.

6.0 COMPLETION OF PROCEDURES

6.1 Completion of the EFI Group Complaints Procedure

The EFI Group will confirm in writing when its internal complaints procedure has been concluded.

The point at which the internal procedure is considered complete will depend upon the nature of the complaint and the review route followed under this policy.

For most complaints, the internal procedure will be completed following the outcome of the Stage II Final Internal Review.

Where a complaint, or part of a complaint, relating to a Higher Education programme is referred to **Falmouth University** following the Stage I investigation, the EFI Group's internal consideration of those matters will normally conclude at that stage, with any subsequent review being undertaken by Falmouth University in accordance with its published procedures.

6.2 Completion of Procedures (COP) Letters

Where applicable, the EFI Group will issue a Completion of Procedures (COP) Letter confirming that its internal complaints procedure has been exhausted.

³ The Office of the Independent Adjudicator (OIA) will also apply to any FE or apprenticeship provision at Level 4 or above.

The Completion of Procedures Letter will normally include:

- confirmation that the EFI Group has reached its final decision.
- the date on which the internal procedure concluded.
- details of any available external review route.
- information about the next steps available to the complainant, where applicable.

The issue of a Completion of Procedures Letter does not indicate that a complaint has been upheld or rejected; it simply confirms that the EFI Group has completed its consideration of the complaint under its internal procedures.

6.3 Complaints following different review routes

Some complaints may contain matters that are subject to different review arrangements.

Where appropriate, the EFI Group may separate a complaint into its constituent parts to ensure that each aspect is considered under the correct procedure.

For example:

- matters relating to academic standards on Higher Education programmes validated by **Falmouth University** may be referred to **Falmouth University** following the Stage I investigation; whilst
- matters relating to service delivery, administrative processes or other operational issues may continue through the EFI Group Stage II Final Internal Review.

In such circumstances, the EFI Group will clearly explain:

- which aspects of the complaint have completed the EFI Group's internal procedure.
- which aspects remain subject to review by another organisation.
- any further review rights available to the complainant.

6.4 Records and Learning

The EFI Group will retain records relating to complaints in accordance with its Records Retention Schedule and applicable data protection legislation.

Information arising from complaints will be used to identify trends, inform quality enhancement activities and support the continuous improvement of services, policies and the student experience.

Personally identifiable information will only be shared where necessary to investigate the complaint or where required by law.

7.0 ADMISSIONS COMPLAINTS PROCESS

7.1 Purpose

The EFI Group is committed to providing a fair, transparent and professional admissions process for all applicants.

Where an applicant is dissatisfied with the administration of the admissions process or believes that published admissions procedures have not been followed correctly, they may raise a complaint under this procedure.

The EFI Group aims to resolve admissions concerns as quickly as possible and encourages applicants to raise concerns promptly to enable timely resolution.

This procedure applies to complaints relating to the administration of the admissions process and should not be used to challenge academic judgement or admissions decisions reached fairly and in accordance with the EFI Group Applications & Admissions Policy.

7.2 Matters that may be considered

Applicants may submit a complaint where they believe, for example, that:

- published admissions procedures have not been followed correctly.
- there has been unreasonable delay in the administration of their application.
- they have received poor customer service during the admissions process.
- they have experienced inappropriate behaviour by staff involved in the admissions process.
- an administrative error has affected the handling of their application.

7.3 Matters Excluded

This procedure does not provide a right of appeal against:

- academic judgement exercised during the admissions process.
- decisions relating to the academic suitability of an applicant.
- admissions decisions made in accordance with published entry requirements and admissions criteria.

Applicants who are dissatisfied with an admissions decision solely because they were unsuccessful will not normally have grounds for a complaint unless they believe that the published admissions procedures were not followed correctly.

7.4 Stage 0 – Early Resolution

Applicants are encouraged to raise concerns as soon as possible with the Applicant Services Team, who will seek to resolve the matter informally wherever appropriate. Concerns should be sent to enquiry@efigroup.ac.uk

Most admissions concerns can be resolved quickly through discussion, clarification or correction of administrative errors.

The Applicant Services Team will normally acknowledge concerns within two working days and aim to resolve them within ten working days.

Where a concern cannot be resolved informally, or where the applicant remains dissatisfied, the matter may be progressed to Stage I.

7.5 Stage I – Formal Investigation

A formal admissions complaint should be submitted in writing to the Registry Manager via registry@efigroup.ac.uk

The EFI Group does not require applicants to complete a standard admissions complaint form. However, applicants are expected to provide sufficient information at the point of submission to enable a fair and proportionate investigation.

A formal complaint should clearly include:

- the applicant's full name and, where applicable, applicant reference number.
- a clear description of the complaint.
- the relevant dates and circumstances.
- the individuals or teams involved, where known.
- the steps already taken to try and resolve the matter (if applicable).
- the outcome the applicant is seeking.
- copies of any supporting evidence the applicant wishes the EFI Group to consider.

Complaints that do not contain sufficient information to enable an investigation may be returned to the applicant with a request for further details before a formal investigation is commenced. The timescales for responding to the complaint will begin once sufficient information has been received.

The Registry Manager will acknowledge receipt of the complaint within two working days.

The Registry Manager (or an appropriate nominee) will undertake a formal investigation, which may include:

- reviewing admissions records.
- speaking with relevant staff.
- reviewing correspondence.
- considering any supporting evidence provided.

A written outcome will normally be provided within **15 working days**.

The outcome will explain:

- the findings of the investigation.
- the decision reached.
- any actions to be taken, where appropriate.
- the applicant's right to request a Final Internal Review.

7.6 Stage II – Final Internal Review

Where an applicant remains dissatisfied following the Stage I investigation, they may request a Final Internal Review.

A request for review should normally be submitted within **10 working days** of the Stage I outcome and should explain why the applicant believes:

- the complaint was not fully considered.
- relevant evidence was overlooked.
- there was a procedural irregularity.
- the outcome was unreasonable based upon the evidence available.

The Final Internal Review will be undertaken by an appropriately senior manager who has had no previous involvement in the complaint.

The review is not a reinvestigation of the complaint but a review of how the complaint was handled and whether the outcome reached was reasonable.

The outcome of the Final Internal Review will normally be issued within **15 working days** and represents the EFI Group's final decision in relation to the admissions complaint.

7.7 Completion of the Admissions Complaints Procedure

Following completion of the Final Internal Review, the EFI Group's Admissions Complaints Procedure will be regarded as concluded.

Applicants will be notified in writing of the outcome and advised no further internal review is available.

8.0 STAGE 1 FORMAL INVESTIGATION FORM

THE INFORMATION ON THIS FORM IS CONFIDENTIAL

Before completing this form:

- Please ensure you have read the EFI Group Complaints Policy.
- If you require advice or support in completing this form, please contact the QAE Office in the first instance who will liaise with Student Services to allocate support;
gae@efigroup.ac.uk;
- Please note that this form **should not be completed for concerns relating to admissions**. Any such concerns should be made in writing to the Applicant Services Manager via enquiry@efigroup.ac.uk (see section 7.0 of the EFI Group Complaints Policy).
- You should normally have attempted to resolve your concern through Stage 0 – Early Resolution, unless this was not appropriate in the circumstances.

Please submit the completed form to gae@efigroup.ac.uk along with supporting evidence, and ensure you retain a copy for your records.

6.1 PART A: DETAILS OF COMPLAINANT		
1	First Name:	
	Surname:	
	Email address:	
	Contact Telephone:	
	Postal Address:	
	If you are/were a student, please provide us with the following details: Course: Year of Study: Course Leader:	
2	Do you have a disability? Y/N	
	Do you think you will need any disability related support of adjustments at any stage during the complaints process?	Y/N
	If yes, please provide further details of your requirements below:	
3	Have you spoken to anyone about your complaint? (e.g. your Course Leader, a student representative, other staff member?)	Y/N

	If yes, please provide the person's name and position:	
	Have you attempted to resolve your complaint informally as per the required Early Resolution stage of the process?	Y/N
	If yes, please provide details of the member of staff you spoke with and provide a summary of the meeting/discussion, and outcome:	
4	If no, please explain why informal resolution was not appropriate:	

6.2 PART B: YOUR COMPLAINT

5	Please outline below the reasons for your Stage I Formal Complaint: (Please include: what happened, when it happened, who was involved, why you believe the matter has not been resolved)
	Please indicate the resolution you are seeking:

	Please list all evidence in support of your complaint which should be attached to this form, as Appropriate (for example emails, letters, screenshots, witness statements, photographs, medical evidence (where relevant), other documents): 1. 2. 3. 4. 5. 6. <i>[Delete/continue as appropriate]</i>			
5	I confirm that I have had access to a copy of the EFI Group complaints policy and know I can ask for clarification on the procedures at any time: Y/N <table border="1" data-bbox="284 819 1385 999"> <tr> <td data-bbox="284 819 842 999">Complainant Signature:</td> <td data-bbox="842 819 1385 999">Date:</td> </tr> </table>		Complainant Signature:	Date:
Complainant Signature:	Date:			
	*In line with the Data Protection Act 2018, if you are appealing on behalf of a student who is over the age of 18, the student in question must provide consent by signing the declaration below: <i>I confirm that I am happy for the person noted above to submit the complaint on my behalf. I give permission for the EFI Group to liaise with the named person on any matters relating to this complaint.</i> Y/N <table border="1" data-bbox="284 1402 1385 1585"> <tr> <td data-bbox="284 1402 842 1585">Student Signature:</td> <td data-bbox="842 1402 1385 1585">Date</td> </tr> </table>		Student Signature:	Date
Student Signature:	Date			

QAE Department Use Only:

Complaint Reference			
Date Received			
Acknowledged			
Investigator			
Date Investigation Commenced			
Date Outcome Issued			
Outcome	Upheld	Partially Upheld	Not Upheld
Review Route	Stage II	Falmouth University	Closed
CoP letter issued			