

# Complaints Policy and Procedure

## INTRODUCTION

The Procurement Academy is committed to providing a high-quality service to all our Learners, Apprentices and Employers. We welcome feedback from our customers and complaints are a valuable source of information to help us to:

The Procurement Academy is committed to high levels of quality assurance and policies that are open, transparent, and free from bias.

The Procurement Academy works to support learners to ensure compliance with The Procurement Academy policies and procedures.

## OVERVIEW

The Procurement Academy is committed to offering a high standard of service to all our customers. We aim to provide a service that is:

- High Integrity
- Open and informative
- Prompt and professional

The Procurement Academy aims to ensure complaints are dealt with quickly and efficiently avoiding the need for a formal written complaint wherever possible. However, should the informal approach not resolve the complaint then the matter will necessitate a formal complaint, and the procedures detailed in this document must be followed by both parties.

A complaint can be deemed as an expression of dissatisfaction with a service or product, whether justified or not about any aspect of The Procurement Academy. Therefore, individuals should not be discouraged from making a complaint, on any grounds, unless it is vexatious, malicious, or frivolous. All complaints will be dealt with fairly and in a timely manner and will be recorded so that analysis is facilitated.

Formal complaints should be sent in writing by email to [admin@theprocurementacademy.com](mailto:admin@theprocurementacademy.com) and should state clearly detail the nature and circumstances surrounding the complaint and any redress or actions (if any) that are sought. All complaints will be acknowledged speedily, recorded clearly, and resolved as quickly as possible and as practicable.

## FORMAL COMPLAINTS PROCEDURE

1. Upon receipt of a written complaint, we will send you confirmation acknowledging receipt of your complaint within three days of receiving it.
2. If your complaint is about issues outside of The Procurement Academy's control such as exam grades, Reasonable adjustment or EPA results we will inform you of the correct process to follow with the appropriate organisation.
3. We will investigate your complaint and respond in writing within 14 days.
4. If we have not received a reply to our response within 5 days of the letter being issued the complaint will be considered resolved and closed.
5. If you are not satisfied with the response, you should write to us within five days to request a review. We will then arrange for a member of the Management Team to review all information surrounding the complaint and the decision.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons for the decision.
7. If you are still not satisfied, you can contact the following bodies dependant upon the nature of your complaint

The Chartered Institute of Procurement & Supply Easton House Easton on the Hill Stamford  
Lincolnshire PE9 3NZ Tel: 01780 756777 <https://www.cips.org>

Education Skills Funding Agency  
0370 20001 <https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

Contact Ofsted about concerns CIE@ofsted.gov.uk 0300 123  
4666 <https://www.gov.uk/government/organisations/ofsted>

## DOCUMENT CONTROL

VERSION	DATE OF ISSUE	DATE OF REVIEW	DATE OF NEXT REVIEW	SIGNATURE
3	April 2017	July 2025	July 2026	<i>Philip Chippindale</i>