



Primeast approach for handling complaints

1 Introduction

Primeast takes very seriously any complaint or articulation of dissatisfaction. Accordingly, this document provides information to our clients in the unlikely event that individual learners feel the need to lodge a complaint.

Complaints may arise from several root-sources: pre-, post- or mid-training administrative mistakes or inefficiencies, slow or inefficient assessment feedback, training room inadequacies, poor equipment and / or materials, variable experience / learning capability between fellow-learners, and even a perceived trainer-incompetence or inappropriate behaviours either from fellow students or from the trainer.

Where possible, complaints should be raised immediately with the relevant department at the learning institution. Alternatively, individual learners and apprentices can contact Primeast directly here (complaints@primeast.com) or on 01423-531083. The aim is to resolve the problem directly and informally at the earliest opportunity. It is anticipated that most complaints will be resolved in this manner.

Should your complaint not be resolved immediately, Primeast has a formal complaints procedure, led by our Head of Operations and accountable by the Managing Director.

If resolution is not achieved after the Primeast procedures have been exhausted, apprentices can raise their complaint with the Education & Skills Funding Agency (ESFA). In order to do this, you must contact the ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team using this information:

ESFA complaints team complaints.ESFA@education.gov.uk

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

The ESFA will reply to let you know what will happen next. If you're unhappy with the ESFA response you can contact the Department for Education.

Complainants also have the opportunity to have their complaint independently reviewed by the Office of the Independent Adjudicator (OIA). Go online for more details here: <https://www.oiahe.org.uk>