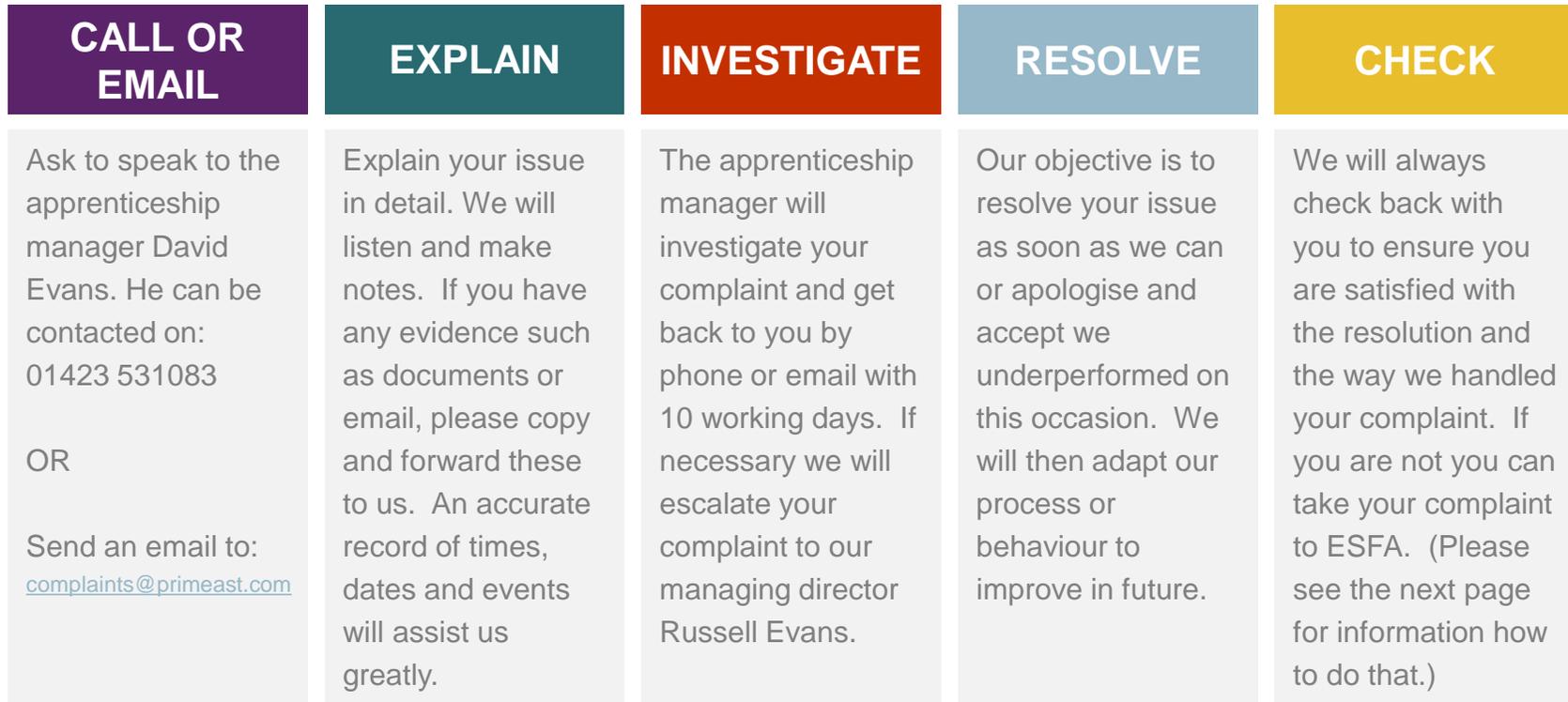


# Primeast complaints procedure



# If you're unhappy with the outcome

If you are not satisfied with how we have dealt with your complaint or the outcome of response. You can do the following:

You can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled as long as your organisation is one of the following:

- a further education college
- a learning organisation that offers qualifications or apprenticeship schemes
- a sixth form college that is not an academy
- a learning organisation that offers courses for people who are under 25 and have a learning disability

The ESFA does not deal with complaints about employment issues (for example, a problem with your contract if you're working as an apprentice). There's a different procedure if your complaint was with an academy. You must contact the ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team.

[complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

Complaints team

Education and Skills Funding Agency

Cheylesmore House, Quinton Road

Coventry

CV1 2WT



Education & Skills  
Funding Agency

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 if you're unhappy with how the ESFA has dealt with your complaint.