



Pathway Group

Complaints & Compliments Feedback Policy

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| Version | Action | Author / Reviewer | Verifier | Comments | Date |
|---------|----------|-------------------|---------------|------------------|------------|
| V1.0 | Original | W. Azam | Safaraz Ali | Creation | 24/03/07 |
| V2.0 | Review | W. Azam | Safaraz Ali | Amendments | 10/04/08 |
| V2.1 | Review | A. Hill | Safaraz Ali | No Amendments | 28/04/09 |
| V2.2 | Review | A. Hill | Safaraz Ali | No Amendments | 05/05/10 |
| V3.0 | Review | A Hill | Safaraz Ali | Amendments | 20/11/2010 |
| V4.0 | Review | A. Gosain | Alan Hill | Amendments | 20/01/2011 |
| V5.0 | Review | David Holmes | Safaraz Ali | Revised | 08/01/2014 |
| V6.0 | Review | Sajad Ali | Safaraz Ali | Amendments | 15/03/2016 |
| V7.0 | Review | Sajad Ali | Safaraz Ali | Amendments | 03/01/2017 |
| V7.1 | Review | Ian Alston | Safaraz Ali | New Owner | 25/04/2017 |
| V8.0 | Review | Sajad Ali | Safaraz Ali | Amendments | 08/05/2018 |
| | Review | Shirley Etheridge | Safaraz Ali | Amendments | 26/04/2019 |
| V9.0 | Review | Clare Stewart | Safaraz Ali | No Amendments | 13/03/2020 |
| V10.0 | Review | Sajad Ali | S Johnston | Amendments | 20/05/2021 |
| V11.0 | Review | Ellen Merricks | Sajad Ali | Amendments | 21/06/2021 |
| V11.1 | Review | S Johnston | Ahsan Husain | Change to format | 17/11/2021 |
| V12 | Review | Masood Butt | Ahsan Husain | Updated | 14/11/2022 |
| V13 | Review | Masood Butt | Ahsan Husain | Updated | 03/04/2023 |
| V13.1 | Review | Ahsan Husain | Sajad Ali | No Amendments | 03/04/2024 |
| V14.0 | Review | Sajad Ali | Kelly Shannon | Amendments | 23/09/2024 |
| V15.0 | Review | Sajad Ali | Kelly Shannon | Amendments | 23/09/2025 |

Review

This policy will be regularly monitored to ensure that the objectives are achieved. In addition to the annual review cycle for this policy, this policy will also be reviewed and where necessary revised in the event of legislative or organisational changes.

Next Review Date

22/09/26

Intent

At **Pathway Group**, we value our learners' experiences and are committed to delivering the highest standards of education, training, and learner support.

We recognise that **constructive feedback and transparent complaint processes** are vital to continuous improvement. Every comment, compliment, or concern provides an opportunity to strengthen our services and ensure that our learners receive an outstanding experience.

The purpose of this **Complaints and Feedback Policy** is to:

- Provide a clear and structured process for raising and resolving complaints or sharing feedback.
- Ensure all issues are handled **promptly, fairly, and confidentially**, in line with our commitment to equality, diversity, and inclusion.
- Promote a culture of **listening, learning, and improvement**, where feedback is welcomed and valued.
- Enable Pathway Group to identify patterns, prevent recurrence, and enhance the quality of teaching, learning, and support services.

At Pathway Group, we believe that feedback is **the fuel for growth**. By sharing your views, you help us to become stronger champions of education and learner success.

Your voice matters — and by working together, we will continue to **raise standards, celebrate excellence, and improve the learning experience for all**.



Safaraz Ali
Director



Implementation

Pathway Group is committed to **excellence in the delivery of our educational and training provision**.

We welcome all feedback from learners, apprentices, employers, partners, and stakeholders — whether positive or critical — as it helps us to improve continuously and ensure the best possible experience for all.

We also aim to meet all **statutory and regulatory obligations** when responding to complaints and feedback received by us.

We treat any **expression of dissatisfaction requiring a response** regarding any part of our service, staff conduct, or provision as a **complaint**.

All complaints will be taken seriously, handled promptly, and investigated fairly. Our goal is not only to provide redress where appropriate but to learn from every case and improve our services accordingly.

Compliments and positive feedback are equally valuable — they highlight areas of excellence and enable us to share good practice across the organisation.

Pathway Group endeavours to provide a **consistently high-quality service**. However, if a learner, apprentice, employer (including for work placements), or stakeholder is unhappy with our provision or staff conduct, we will seek to resolve the concern as **quickly, informally, and equitably as possible**.

Where informal resolution is not possible, the **formal complaints procedure** set out below will be followed.

All complaints will be handled **sensitively and confidentially**, with due regard to the dignity and rights of all parties.

Objectives

- Establish a clear and transparent framework for managing all complaints and compliments.
- Ensure all complaints are handled promptly, consistently, and fairly.
- Provide accessible channels for learners, apprentices, employers, and other stakeholders to raise concerns or provide feedback.
- Guarantee impartial consideration of all complaints.
- Resolve issues to the satisfaction of the complainant wherever possible.

- Identify lessons learned and embed improvements through our **Quality Improvement Plan (QIP)**.

Roles and Responsibilities

Overall accountability for complaints and feedback lies with the **Chief Experience & Enrichment Officer**

Their responsibilities include:

- Maintaining accurate and centralised records of complaints and compliments.
- Ensuring impartial and objective handling of all cases.
- Directing complaints to the most appropriate department for investigation.
- Reporting trends, risks, and learning outcomes to the **Senior Leadership Team (SLT)** and incorporating actions into the **QIP**.

Procedural Framework

A clear procedural framework ensures consistency and fairness across all Pathway Group operations.

All **formal complaints and compliments** are to be directed through the **Compliance Office** to ensure:

- Centralised logging, analysis, and reporting.
- Fair and objective consideration of all issues.
- Appropriate allocation to the relevant department for resolution.
- Continuous improvement in business processes.

Process

Submitting Feedback or Complaints

Anyone may provide feedback or raise a complaint at any time about any aspect of Pathway Group's activity.

In the first instance, feedback or concerns should be raised directly with the **member of staff** responsible for the matter. If this is not appropriate or fails to resolve the issue, the complainant should contact the **Programme Manager** or **Compliance Office**.

All compliments and complaints are to be logged centrally by the Compliance Office in the **Feedback Register**.

Complaints and compliments may be submitted:

- **In person** to any staff member.
- **In writing or by email** to the addresses below.
- **By telephone**.
- **Via the online feedback portal** at: <https://pathwaygroup.co.uk/feedback>.
- **Through feedback boxes** located in training centres and academies.

Contact Details

Complaints & Customer Feedback
Pathway First Limited
Amington House, 95 Amington Road,
Tyseley, Birmingham
B25 8EP
Tel: 0121 707 0550
Email: info@pathwaygroup.co.uk

Handling Complaints

Informal Resolution:

Where possible, staff should resolve concerns informally and promptly.

Formal Resolution:

If informal resolution is not possible or the complaint is serious, the **formal process** below applies.

Stage 1 – Logging and Initial Review

- The staff member receiving the complaint completes **Section 1 of the Feedback Form** (*Appendix 1*).
- The complaint is referred to the **Compliance Office** and entered into the **Central Register** (*Appendix 2*).
- The Compliance Office identifies the appropriate department to investigate and allocates the case accordingly.
- The complainant receives an **acknowledgement within 2 working days**.

Stage 2 – Investigation

- The department head investigates promptly, gathers statements, and determines findings.
- A **written response** outlining the outcome and actions to be taken is sent within **14 working days**.
- All correspondence is copied to the Compliance Office.

Stage 3 – Appeal

If dissatisfied with the outcome:

- The complainant may **appeal within 14 working days** of the decision.
- The Compliance Office appoints a **Review Manager** — a member of management not previously involved.
- The review outcome is issued within **14 working days**, or progress updates every 10 working days for complex cases.
- If still dissatisfied, the complainant may escalate to the **Chief Executive Officer**.
- The CEO's decision is the **final internal stage**.
- Where the complaint concerns funded or accredited provision, the complainant will be advised of any **external escalation routes** (e.g., ESFA, Ofqual, or the awarding organisation).

Timescales

| Action | Target Timescale |
|--|----------------------------------|
| Acknowledge complaint | 2 working days |
| Resolve complaint (standard cases) | 14 working days |
| Complex cases (extended investigation) | Up to 30 working days |
| Appeals review outcome | Within 14 working days of appeal |
| Maximum total resolution (complex multi-stage cases) | 60 working days |

If additional time is required, the complainant will be notified in writing.

Confidentiality and Record Keeping

- All complaints are treated **confidentially** and information is only shared as required for investigation and resolution.
- Records are retained securely for **6 years** in line with regulatory and auditing requirements.
- Senior Management and Compliance Teams may access anonymised data for monitoring, reporting, and improvement purposes.

Appeals Process

1. If dissatisfied, the complainant notifies the **Compliance Office** within **14 working days**.
2. A **Review Manager** (uninvolved in the original case) is appointed.
3. Acknowledgement is sent within **48 hours**.
4. A full review of the handling and findings of the initial complaint is undertaken.
5. A written decision and explanation are issued within **14 working days** (or updates every 10 working days if delayed).
6. If unresolved, the matter may be escalated to the **CEO**.
7. Where relevant, details of external regulatory bodies (e.g., ESFA, awarding organisations) will be provided.
8. All appeal documentation is retained within the **Central Complaints Register**.

Monitoring and Learning

- All compliments and complaints are logged and reviewed monthly by the **Senior Management Team (SMT)**.
- Trends and outcomes are analysed for learning and improvement.
- The **Compliance Office** maintains a central register of compliments and complaints.
- Compliments are celebrated and shared across internal and external communication channels (LinkedIn, website, intranet, newsletters, and staff meetings).
- Learning and improvement actions are embedded into the **QIP** and shared during **SLT and Governance meetings**.

Date:

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Appendix 1

| | | | | |
|---|---------------------------------|---|--------------|-------------------------------|
| Section 1 Pathway Group - Feedback Form | | Form Number Version 2 | | Enter Ref from Register |
| Date and Time Received | Received By Staff Member | Medium (letter/Fax/Phone/email/in-person/website) | | Date Acknowledged |
| | | | | |
| Details of the person giving feedback. | | | | |
| Name | Address | Post Code | Phone | |
| | | | | |
| Email Address | | | | |
| Nature of Feedback and date of occurrence | | | | |
| | | | | |
| If it is a complaint, what the Complainant wants done? | | | | |
| | | | | |
| Section 2 | | | | |
| Outcome: Response / Action Taken / Referred /Terminated. | | | | |
| | | | | |
| Date of Final Position to Client: | | Approved By: Name & Signature | | |
| Preventative Action | | Details | | |
| | | | | |

Appendix 2

| <u>Complaints Register</u> | | | | | | | |
|----------------------------|---------------------------|--------------------|--|--|-------------------|--|-------------------------------|
| <u>Complaint No:</u> | <u>Date</u> | <u>Complainant</u> | <u>Head of the relevant Department</u> | <u>Nature of Complaint what happened</u> | <u>Root cause</u> | <u>Corrective Action Taken</u> | <u>Corrective Action Date</u> |
| F0001 | 20 th Nov 2013 | P.L. Aintiff | Paul Star | Not posting certificates | Misfiling | Ensure certificates are sent out when received | 21 st Nov 2013 |
| F0002 | | | | | | | |
| F0003 | | | | | | | |
| F0004 | | | | | | | |
| F0005 | | | | | | | |
| F0006 | | | | | | | |
| F0007 | | | | | | | |
| F0008 | | | | | | | |
| F0009 | | | | | | | |
| F0010 | | | | | | | |
| F0011 | | | | | | | |
| F0012 | | | | | | | |

Date:

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Appendix 3

| <u>Compliments Register</u> | | | | | |
|-----------------------------|-----------------|---------------------|--|----------------------------|----------------------------------|
| <u>Compliment No:</u> | <u>Date</u> | <u>Complimentor</u> | <u>Head of the relevant Department</u> | <u>Details</u> | <u>Action</u> |
| C0001 | 20-11-10 | B.A.Star | D.Lighted | Excellent induction | Report to management team |
| C0002 | | | | | |
| C0003 | | | | | |
| C0004 | | | | | |
| C0005 | | | | | |
| C0006 | | | | | |
| C0007 | | | | | |
| C0008 | | | | | |
| C0009 | | | | | |
| C0010 | | | | | |