

Eat That Frog Group – Complaint and Appeal Policy Purpose

At **Eat That Frog Group**, we want our customers and stakeholders to feel valued as part of a great organisation. To maintain and improve our services, we actively seek feedback from the people who use our services, staff, volunteers, and other stakeholders. Listening to concerns and addressing them effectively helps us continue delivering high-quality services to our community.

Who is this policy for?

This policy applies to **stakeholders, learners, customers, and any other individuals or organisations that interact with Eat That Frog Group**.

What is not covered in this policy?

This policy is not for Eat that frog group staff. Staff with a complaint should follow the relevant policy below: • Whistleblowing Policy • Grievance Policy • Child protection and Safeguarding Policy.

Stage One: Informal Complaints

We encourage individuals with a complaint or concern to discuss the matter informally with an appropriate member of staff:

- **Learners** should speak with their **teacher, instructor or Centre manager**.
- **Stakeholders, customers, parents/carers, employers, and partner agencies** are encouraged to resolve concerns informally through open discussion with relevant Eat That Frog Group staff.

If the issue is not resolved informally or the complainant is unsatisfied with the response, they can proceed to **Stage Two**.

Stage Two: Formal Complaints

If the issue is not resolved informally, or the complainant prefers to make a formal complaint, they should contact a Contract and performance manager, using the following details:

Telephone: 01803 551551 **email:** etfcomplaints@eatthatfrog.ac.uk

Process for Formal Complaints

1. **Acknowledgment:** We will acknowledge receipt of the complaint in writing within **two working days** of receiving it.
2. **Investigation:** The complaint will be recorded, and the relevant **Contract and Performance Manager** will be consulted for investigation. This may involve discussions, clarifications, or meetings with the complainant.
3. **Response:** A full response will be provided within **15 working days**. If more time is needed (e.g., due to detailed inquiries or staff absences), we will issue an interim response explaining the delay and when a full reply can be expected.
4. **Outcome:** If the complaint is **not upheld**, reasons will be provided. If the complaint concerns a **safeguarding issue**, it will be referred to the **Safeguarding Lead**.

Stage Three: Appeals

If the complainant is **not satisfied** with the outcome, they may **appeal in writing within 10 working days** of receiving the response.

- **Stakeholders, learners and customers:** Appeals should be directed to an appropriate member of the **Senior Leadership Team**, who was not involved in the original complaint or investigation.
- The appointed person for appeals will be identified in the outcome letter.
- If the appeal concerns a person named in this policy, another individual of equal or higher status will handle the matter. **Confidentiality and Legal Considerations**
- During investigations, details of the complaint **may** become known to individuals involved. Anonymity cannot be guaranteed, except in cases involving safeguarding concerns.
- If legal or policy implications arise, the complaint may be escalated to the appropriate authority.

Policy Links

This policy aligns with the following Eat That Frog Group policies:

Confidentiality

Data Security

Safeguarding Adults & Child Protection

Equal Opportunities Health &
Safety

Review & Updates

- **Last reviewed:** March 2026 (Stage Two contact updated)
 - **Next review due:** March 2027
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