

Dear Customer,

The JGA Group is dedicated to providing its services to the highest standards. An important part of the processes that ensure these standards, is a fair and open method of dealing with complaints as efficiently and as rapidly as possible, to the entire satisfaction of all concerned. The objective of this procedure is to inform our customers of the most effective way of making a complaint or paying a compliment.

Paying a Compliment

- Please contact your Course Tutor/Assessor/Practitioner, where applicable.
- If you would like to pay a compliment directly to JGA use our email address enquiries@jga-group.co.uk.

Making a Complaint

There are four stages:

At all stages you will receive an acknowledgement of your complaint within 24 hours.

Stage 1: Initial Complaint/Comment or Compliment

- Contact Course Tutor/Assessor/Practitioner, where applicable. If not, go straight to Stage 2.
- Explain your concern in as much detail as possible.
- If the concern cannot be cleared there and then, ensure that the team member provides a mutually acceptable time to report back with a solution, but taking no longer than 5 working days.

Stage 2: Unresolved Concern

If you are not satisfied with the solution provided, or the team member has not reported back at the agreed time:

- Contact the Operations Director, by phone, e-mail or letter, providing full details of your concern and the outcome at Stage 1. Tel: 0208 426 2666, susan.prestridge@jga-group.co.uk, G01 Ground Floor, Metroline House, 118-120 College Road, Harrow HA1 1BQ. There is also a generic email - enquiries@jga-group.co.uk.

Expect a written acknowledgement within 24 hours and then you will be contacted within no more than five working days.

Stage 3: Formal Complaint

If you are not completely satisfied:

- Write to the Managing Director, providing full details of your complaint, including copies of all applicable documentation/evidence, together with details of the response you received at Stages 1 and 2. Tel: 0208 426 2666, richard.goodwin@jga-group.co.uk, The JGA Group, , G01 Ground Floor, Metroline House, 118-120 College Road, Harrow HA1 1BQ.
- Expect a written acknowledgement within 24 hours and an outcome within five working days, together with information on when we intend to provide a formal reply.

Stage 4: Escalation

If you are still unsatisfied; the formal reply, received in Stage 3, will provide details of whether and how you can further escalate your complaint to an awarding organisation or other external body.

Stage 5: Further Escalation

If after escalating the complaint to the awarding body a resolution is not found then the complaint can be escalated to the qualification regulator Ofqual:

- Email complaints@ofqual.gov.uk
- Telephone 0300 303 3346

or to the Education and Skills Funding Agency, who are responsible for funding your course, as follows:

- Using their Online Form: [ESFA enquiry form](#)
- Write to them at:

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

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