



# ProLand

## SKILLS ACADEMY & CONSULTANCY LTD

Empowering Professionals in the Field

# Complaints Procedure

|                    |                   |
|--------------------|-------------------|
| Version Number     | V1                |
| Date of Version    | 26/01/2026        |
| Author             | Elle Gibbons      |
| Approved by        | Henry Matthews    |
| Approver job title | Managing Director |
| Classification     | Public            |
| Effective From     | 26/01/2026        |
| Next review        | 26/01/2027        |

## Contents

|                                   |   |
|-----------------------------------|---|
| 1.Introduction .....              | 2 |
| 2.Aim .....                       | 2 |
| 3.Who Can Complain? .....         | 2 |
| 4.How to Make a Complaint .....   | 2 |
| 4.1 Informal Complaint .....      | 2 |
| 4.2 Formal Complaint .....        | 2 |
| 5.Acknowledgment of Receipt ..... | 3 |
| 6.Investigation .....             | 3 |
| 7.Outcome .....                   | 3 |
| 8.Appeal .....                    | 3 |
| 9.Confidentiality .....           | 4 |
| 10.Record Keeping .....           | 4 |
| 11.Feedback .....                 | 4 |
| 12.Contact Information .....      | 4 |

# Complaints Procedure for ProLand Skills Academy and Consultancy Ltd

## 1. Introduction

This document outlines the procedure to follow when making a complaint about any aspect of the services provided by ProLand Skills Academy and Consultancy Ltd. A complaint is an expression of dissatisfaction concerning our product or service. We are committed to providing high-quality services and take all complaints extremely seriously. All our staff are trained and dedicated to rectify any problem as soon as it is brought to their attention.

## 2. Aim

The aim of this procedure is to ensure that all complaints are handled fairly, consistently, and wherever possible, resolved to the complainant's satisfaction.

## 3. Who Can Complain?

Anyone who receives or has asked for a service from ProLand Skills Academy and Consultancy Ltd can make a complaint. This includes trainees, employers, partner organizations, and the general public.

## 4. How to Make a Complaint

### 4.1 Informal Complaint

If possible, discuss the issue informally with the person involved or their direct supervisor. Many complaints can be resolved amicably and quickly in this way.

### 4.2 Formal Complaint

If the informal route doesn't resolve the issue or isn't appropriate, you can make a formal complaint by:

- Call: 0118 449 2743
- E-Mail: [Info@ProLandAcademy.com](mailto:Info@ProLandAcademy.com)
- Write to: 76 The Avenue, Mortimer, Berkshire, RG7 3QX

## 5.Acknowledgment of Receipt

Once your complaint has been received, we will:

- Send an acknowledgment within 3 working days.
- Let you know who is handling your complaint and how to contact them.

## 6.Investigation

Your complaint will be investigated by a member of the management team not directly involved in the matter. We aim to complete the investigation within 15 working days of receiving the complaint. If it's going to take longer, we'll let you know why and when you can expect a full response.

## 7.Outcome

Once the investigation is complete, you'll be informed of:

- The outcome of the complaint.
- The reason for the decision.
- Any actions we have taken or will take as a result.

## 8.Appeal

If you are not satisfied with the resolution of your complaint, you have the right to escalate the matter for further review. To initiate this process, please submit a written request for escalation to the Director of ProLand Skills Academy and Consultancy Ltd within 10 working days of receiving our initial response. This escalation will be considered within the framework of our complaints handling procedure, ensuring a comprehensive review of your concerns separate from our academic appeals policy.

For additional information on this process or to seek guidance on how to proceed, you are encouraged to contact our main office or visit our website. We aim to resolve escalated complaints within 20 working days, providing a final resolution that aims to address your concerns effectively.

This step represents the final internal escalation point.

If, after this, you're still not satisfied, especially regarding services related to your course and qualification, you should contact the Awarding Organisation directly, which is Highfield Qualifications. Their complaints policy is available at <https://www.highfieldqualifications.com>, or you can call them at +44(0)1302 363277.

If your complaint remains unresolved after approaching Highfield Qualifications, you can then escalate to the relevant qualification regulator. Representatives from either ProLand Skills Academy

and Consultancy Ltd or Highfield Qualifications can guide you to the correct qualification regulator and provide contact details.

Qualification Regulators include:

- OFQUAL for RQF Qualifications in England
- Qualifications Wales
- CCEA Regulation for Ireland
- SQA Accreditation for SCQF Provision

For complaints about publicly funded qualifications in Scotland, after exhausting all procedures from ProLand Skills Academy and Consultancy Ltd, Highfield Qualifications, and the relevant qualification regulator, you have one final route via the Scottish Public Services Ombudsman (SPSO). More details are on their site: [www.spsso.org.uk](http://www.spsso.org.uk)

## 9. Confidentiality

All complaints will be handled with discretion. However, the details may need to be shared with those who might be part of an investigation.

## 10. Record Keeping

All formal complaints, outcomes, and actions taken will be recorded and stored securely. These records will be reviewed annually to help improve our services.

## 11. Feedback

ProLand Skills Academy and Consultancy Ltd values feedback, both positive and negative. We will use the information gathered from complaints to help improve and evolve our services.

## 12. Contact Information

ProLand Skills Academy and Consultancy Ltd

- Address: 76 The Avenue, Mortimer, Berkshire, RG7 3QX
- Email: [Info@ProLandAcademy.com](mailto:Info@ProLandAcademy.com)
- Phone: 0118 449 2743



By following this procedure, we assure all stakeholders that their concerns are vital to us, and every effort will be made to address and rectify any issues.