Enhanced Learning Credits (ELC)
Complaints

ELCAS 008 – Complaints & Appeals

Official complaints MUST be received in writing by letter or e-mail

- ELCAS acknowledges complaint within two working days
- Pass to appropriate person to action

Is it a complaint made against a Learning Provider?

- YES
  - See flow 008.1
- NO

Does it require input from other people?

- YES
  - Contact appropriate person(s) for information and feedback
- NO

Complaint investigated by appropriate person

Can a full response be given within 20 working days?

- YES
  - Full response sent to complainant
- NO
  - Explanatory holding letter sent and complainant kept updated

Is the complainant satisfied with the response?

- YES
  - End
- NO
  - Right to appeal explained & acknowledged within two working days

Appeal received

Appeal referred to TESRR – PersDev Ed C2 & ELCAS Contract Manager

Can a full response be given within 15 working days?

- YES
  - Full response sent to complainant
- NO
  - Explanatory holding letter sent and complainant kept up to date
ELCAS 008.1 Learning Provider Complaints

Complaint received

Acknowledge complaint within two working days

Complainant grants permission to ELCAS to send copy of complaint to LP?

Response confirming that no further action can be taken

YES

Copy of complaint sent to Learning Provider for response within 10 working days

Response received?

NO → Follow up with Learning Provider advising suspension action to be taken following failure to reply

YES → Response sent to MoD for decision

Complainant and Learning Provider informed of the outcome

Is complainant satisfied with response?

NO → Refer to ELCAS 008 Complaints & Appeals

YES → End