

Adult Education Budget (AEB) Funding 2023 - 2024

Complaints and Investigations Process

1. This complaints process is for any adult learner, aged 19+, undertaking either an accredited or an unaccredited qualification with a West of England Combined Authority provider being funded for Adult Education Budget provision.
2. Before instigating the West of England Combined Authority [Complaints Procedure](#), the learner must have fully exhausted the provider's complaints procedure.
3. The Combined Authority will not re-investigate the original complaint about the provider. We will review whether the provider has satisfactorily investigated the original complaint in line with its procedures.
4. The West of England Combined Authority will investigate complaints about:
 - 4.1. the quality, management or learner experience of education and training
 - 4.2. undue delay or non-compliance with published procedures
 - 4.3. poor administration by the provider
 - 4.4. equality and diversity issues (except where there is a more appropriate mechanism for dealing with the matter through the court, tribunals or other organisations)
5. Any issues or concerns relating to safeguarding should be formally raised with the appropriate West of England Combined Authority Relationship Manager
6. The Combined Authority will not investigate complaints about:
 - 6.1. examination results or curriculum content
 - 6.2. individual employment issues including potential employment (such as recruitment) at colleges and providers, which are a matter for the employer and the employee where employment law provides appropriate remedies
 - 6.3. contractual disputes that arise from a contractual agreement between a provider and a party providing services to the provider or from someone who is not a learner
 - 6.4. matters that are the subject of legal action
 - 6.5. the cancellation or reimbursement of an Advanced Learner Loan or fees paid

6.6.a commercial arrangement between an employer and a provider

7. We aim to provide high-quality services for all members of the public. We accept that things can sometimes go wrong, and we need to know when you are not happy with our service so that we can try to put things right. If you are unhappy with any aspect of Adult Education Budget policy outside of the direct learning with a provider, you can see further details of the West of England Combined Authority [Complaints Procedure](#) on our website.