

This document sets out the standard

you.

You do not have to submit evidence to support your complaint at Stage 1

if you are requesting a remedy which includes a claim for actual financial loss, this will need to be evidenced

Timeframe for submitting a Stage 1 complaint

**within 3 months of the incident
14 calendar days**

Purpose of Early Resolution

**opportunity to air your concerns
address your
complaint locally and as swiftly as possible
following considerations may be explored**

The main purpose of Early Resolution

Eligibility of a Stage 2 Complaint

ineligible	(CoP) Completion of Procedures Letter
eligible	investigate

Stage 2 ITf1 0 0 1 2.024 387 m0 g0 G[)JT&TQG01 330f12.2942.9 0.4801 56ef523.0842.9 0.4856e2/F1 g0

procedures they have the right to raise their concern with the Education & Skills Funding Agency (ESFA).