



The Sysco Group

**Sysco Higher Education Compliments, Complaints
and Appeals Policy**

Date: January 2026

Sysco Higher Education Compliments, Complaints and Appeals Policy

This policy is written in line with the Expectations and Core practices of the UK Quality Code for Higher Education (Quality Code), which are a key reference point for higher education providers in all parts of the UK.

1. Introduction to Higher Education Compliments, Complaints and Appeals Policy

This Higher Education Compliments, Complaints and Appeals Policy has been written in accordance with the Quality Assurance (QAA) UK Quality Code (<https://www.qaa.ac.uk/>) and fully adheres to the guiding principles of this document in allowing students to receive equal opportunities and express any dissatisfaction they may feel. In addition, this Compliments, Complaints and Appeals Policy is aimed at ensuring that a formal process is in place to allow for students to feel assured that their complaints and/or appeals are dealt with in a fair, professional manner; this process will ensure that any complaints or appeals are assessed objectively by Sysco and based on their individual merits.

Sysco welcomes any opportunity to review, change and improve our service. The HE Compliments, Complaints and Appeals Policy and Procedure is to support students, potential students, staff (in relation to supporting students), employers, stakeholders and the general public to communicate with and bring matters of dissatisfaction or concern to the attention of Sysco Business Skills Academy (SBSA).

2. The Policy

Sysco's Compliments, Complaints and Appeals Policy is designed to improve the student experience for all HE students by taking on board best practice and tailoring decision making to ensure that processes are as fair as possible.

This Policy will be openly available for all students to access and aims to provide a clear, inclusive and transparent process for them to make complaints and/or appeals.

Sysco endeavour to ensure that students who feel that they need to make a complaint and/or appeal are supported throughout the process. It is important that students are treated with dignity and respect during this period.

Impartiality underpins the fairness of Sysco's Compliments, Complaints and Appeals Policy, as any potential conflicts of interest will rule staff out from participating in the process.

All decisions relating to complaints and/or appeals will be made in a timely manner.

3.Complaints Procedure

Sysco aim to provide an efficient service to all our customers. Whilst every effort is taken, sometimes a client is dissatisfied about the service or treatment they receive. In these circumstances you have a right to complain and to have it investigated. We aim to learn from any complaints received as we consider this process to be critical in the continuous improvement of our systems, procedures and client delivery.

A complaint is a report to us that you are not satisfied with SBSA services. This includes dissatisfaction with the provision of a programme of study or related academic or administrative service which is not an appeal against a decision. The issues that may be raised through the Complaints Procedure include, but are not limited to:

- Failure by Sysco to meet obligations including those outlined in the course/student handbook.
- Misleading or incorrect information in documentation provided by Sysco.
- Concerns about the delivery of a programme, associated teaching or administration
- Poor quality of facilities, learning resources or services provided directly by Sysco
- The behaviour of a member of staff.
- The behaviour of another student.

The first step is to raise your complaint with the relevant manager responsible for the service that you are complaining about. If you are not satisfied with how your complaint has been handled, you may begin the formal complaint procedure. Details of how to do this are set out below.

Please fill in the complaint form; this can be obtained by contacting the Quality Manager. Once you have completed the details of your complaint this needs to be sent to the Quality Manager. Alternatively, you can make your complaint in person, over the phone or via email.

The information that we will require when you are making a complaint includes;

- Your name, address and contact details
- What your complaint refers to
- The names of the people involved where applicable
- Your thoughts on how you wish to see the issue resolved

We would hope that wherever possible your concerns would be resolved at the first point of contact. If a formal appeal is made you will receive a telephone contact from the Quality Team in acknowledgment and, within 7 working days, written confirmation of the receipt of your appeal.

The complaint will be investigated by the Quality Manager and you will normally receive a response within 30 working days, unless your complaint is particularly complex in which case we will keep you informed and provide an estimated timescale as to when you should expect to receive a response.

Sysco Problem Solving Process

The company will work to diagnose the situation so that your focus is on the problem, not just its symptoms.

Below are key problem-solving steps that the company will implement:

- Gather as much information as possible on the problem.
- Talk to Learners, employers and staff members to gain a perspective.
- Ensure the Board of Directors are aware of the complaint and investigation process.
- Log and record the full process.
- Review processes and their application.
- Share the information on the problem with the management team to discuss solutions and long-term continuous improvement.
- Generate solutions and share these with the relevant individuals.
- Implement a solution and follow up on the solution to evaluate how effective it has been.
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Once the investigation is concluded the Quality Manager will formally respond and, where possible, look to provide a positive resolution

Appeals

If you are not satisfied with the resolution, you can appeal. All appeals are to be sent to the Managing Director. An appeal should be submitted within 5 working days. An appeal will review the following:

- Review the procedures followed throughout the complaint process.
- Consider the complaint outcome and responses and if these have been fit for purpose.
- Consider new information which was unavailable or not considered at the formal complaint process.

The organisation will aim to respond and resolve all appeals within 15 working days.

Sysco is also a member of the OIA (Office for Independent Adjudicator), to whom you can raise a final complaint should you still be dissatisfied upon exhausting all avenues through Sysco's internal complaints process.

4. Compliments Process

The following provides a step-by-step guide as to the process of submitting a compliment for Students on Higher Education courses.

- Stage 1 (Informal) SBSA would expect most compliments to be received informally from the learner to the teacher or manager. To ensure compliments are recorded centrally the staff member is required to email the compliment to the HE Manager.
- Stage 2 (Formal) A student is able to submit a compliment formally to the College in writing. This may take the form of a letter or email to he@sysco.uk.com.