



Procedure Number: 02-C-003	Complaints Procedure	
	Date of Last Revision:	1 August 2013
	Date of Last Review:	09 September 2019
	Date of Next Review:	09 September 2020

1.0 Introduction

“We value your custom and require your feedback, good or bad. If you are unhappy with anything to do with your learning experience, please raise the issue with a member of staff. This won’t hurt you or us if we know about it and deal with it efficiently and effectively.”

2.0 Complaints Procedure

If you have an issue that you feel you need to raise:

- Speak to the member of staff concerned, you may get a resolution quickly and informally.

If you have spoken to the member of staff but are not satisfied:

- Put your complaint in writing ensuring that you have dated it.
- Address your complaint to the General Manager and send to them. This needs to happen within 5 days of the incident.
- your complaint will be logged and receipt acknowledged within 3 working days.

2.1 Stage 1

The complaint will be handled by The General Manager (Training Academy Manager) who will arrange to discuss your complaint with you, investigate and respond. This will normally happen within 10 working days. If you have a particular need raise the issue at this point and we will endeavour to comply with your wishes in line with Equality and Diversity legislation. If more time is required to investigate you will be advised of the time frame.

The General Manager will keep:

- A record of any discussions held with you and/or the member of staff concerned.
- A copy of any written or other form of evidence associated with your complaint.

Be assured that we will investigate any issue fairly and impartially. Any judgement made will be put in writing to you and may include one or more of the following outcomes:

- An explanation of how the investigation was carried out.
- A description of the decision/outcome.
- An explanation of any actions taken as a result.
- Instruction as to what you need to do if you are unhappy with the outcome or the processes involved to reach that outcome.

Complaints Procedure		
Issue 3	09 September 2019	Page 1 of 2



A copy of any correspondence will be forwarded with any records to the Group Administration Manager.

2.2 Stage 2

If you remain unhappy with the outcome of your complaint you should write to the Group Compliance Manager within 5 working days. The Manager will arrange for your appeal to be heard by two Managers who are not involved with your training. Your appeal will be heard within 10 working days. All original evidence will be heard and you will be notified in writing of the outcome.

2.3 Stage 3

If you remain unhappy with the outcome or processes involved in hearing your complaint you can write to the Managing Director who will consider the evidence before raising the issue with the board of Directors.

You will hear from the Managing Director within 25 working days. This decision will reflect the opinion of the board of Directors and is final.

You will be notified in writing of the outcome and advised that if you remain unhappy you should seek support from an Independent Arbitrator.

3.0 Useful Contact Numbers and Web sites for Employers/Learners/Parents

- ESFA 0845 377 500, www.gov.uk/government/organisations/education-and-skills-funding-agency
- National Apprenticeship Service 0800 015 0600 www.gov.uk/take-on-an-apprentice
- Awarding Organisations
 - EAL 01923 652400, www.eal.org.uk
 - NCFE 0191 239 8000 www.ncfe.org.uk
- Institute for Apprentices [www.instituteof apprenticeships.org](http://www.instituteofapprenticeships.org)
- AELP 0117 986 5389, www.aelp.org.uk
- CEATA and Canal Engineering 0115 986 6321

3.0 Revisions

Date	Pages / Sections	Issue Status	Amendment Details
1 August 2013	All	Issue 1	First issue of policy
9 July 2019	All	Issue 2	
9 September	3.0	Issue 3	Addition of numbers and contacts

Complaints Procedure		
Issue 3	09 September 2019	Page 2 of 2