

If, at any stage during a training programme, a learner or parent disagrees with any aspect of a course or the way it is conducted, they can make a complaint or appeal a decision (for example, an assignment outcome). We believe that the majority of problems can be sorted out by discussing the issue with the relevant members of staff and learners are encouraged to do this. Where this has not resolved their problem or for some reason they do not wish to discuss the complaint at this level, we do understand that they may wish to speak to someone else.

The complaint should be made to our Safeguarding Officer and can be made in writing, by email, by telephone or in person.

We would encourage the learner to let us know their complaint as soon as possible but do ask that they complain within one month of the issue first arising.

Procedure

There are four stages to our complaints procedure:

1. A learner or parent should discuss the situation with their Assessor/Tutor and/or company management and try to resolve it (ideally within 14 days of the situation arising).
2. If step 1 is unsatisfactory, contact our Safeguarding Officer (ideally within 28 days of the situation arising).
3. Our safeguarding officer will attempt to rectify the situation for them.
4. If step 3 is unsatisfactory, our Safeguarding Officer will produce a report for an appropriate director. The learner will receive a copy of this and be invited along with a friend or representative to discuss their complaint.

Timescales

We understand that it is important for the learner to have their complaint resolved as quickly as possible.

At each stage we will provide a response within five working days, sooner if possible. In our reply, to avoid any further delays we will also provide the learner with details of what to do next and a named person (usually within the Education and Skills Funding Agency) to contact if they still remain unhappy.

Further information on complaints is detailed in the Apprenticeship Training Agreement and the Apprenticeship Statement of Commitment.