

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, a course assessment decision). 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 Curriculum Director and can be made in writing, by email, by telephone or in person. In the absence of the Curriculum Director these should be directed to the Designated Safeguarding Lead.

Curriculum Director	Michelle Bugg
Postal Address	Poultec Training Limited South Green Park Enterprise Centre Mattishall Dereham Norfolk NR20 3JY
Telephone	01362 850983
Email	michelle.bugg@poultec.co.uk

Designated Safeguarding Lead	Leroy Burrell
Postal Address	Poultec Training Limited South Green Park Enterprise Centre Mattishall Dereham Norfolk NR20 3JY
Telephone	01362 850983
Email	leroy.burrell@poultec.co.uk

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 Tutor and/or programme management and try to resolve it (ideally within 14 days of the situation arising).
2. If step 1 is unsatisfactory, contact our Curriculum Director (ideally within 28 days of the situation arising).

3. Our Curriculum Director will investigate and attempt to rectify the situation for them.
4. Our Curriculum Director will produce a report detailing the outcome of the investigation. The learner will receive a copy of this and be invited along with a friend or representative to discuss their complaint. The decision of the Curriculum director is final.

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.



Edward Bales
 Managing Director
 1st September 2023

Policy Review	This policy will be reviewed annually by the Senior Management team or when there are changes in the workplace such as new tools, systems or conditions.
Approval Dates	This version takes effect from: 1st September 2023