



# Complaints Policy and Procedure

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# Complaints Policy and Procedure

## **Policy Statement**

Apprentice Team Ltd are committed to providing an excellent level of service. If at any stage you feel you are not satisfied with the level of service, we advise that you follow the procedures detailed below to raise your complaint to the necessary department.

If individuals are not entirely satisfied with any level of service or results and decisions made by training personnel, the following complaints procedure is provided below.

## **What is a Complaint?**

A complaint, for the purposes of the policy and procedure, is when a learner or employer (or additional service user/ client) experience a level of service which is unsatisfactory or not as promised or previously outlined at the commencement of the service being delivered. In these instances, the affected parties may wish to raise a 'complaint' as part of the ATL Complaints Policy and Procedure, outlined below.

## **Complaint Procedure**

1. Raise your complaint with the member of staff responsible for the service about which you are complaining, if the matter is not resolved, promptly or fully, their line manager will become involved to work with you and the individual or team to reach a satisfactory resolution.
2. If at this stage, you are not satisfied with the outcome or with how your complaint has been handled you may begin the formal complaint procedure by completing the complaint log below.

Return the completed complaint form to:

**Apprentice Team Ltd First Floor,  
12 Saltergate,  
Chesterfield,  
S40 1UT**

Or

***info@apprenticeteam.co.uk***

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## Complaint Procedure (Cont.)

**Once the complaint has been received an investigation will begin following the below steps:**

- Apprentice Team Ltd will send a letter or email confirming receipt of the complaint form within 3 working days of receiving it.
  - Speaking with you to reaffirm basic details and documenting previous communication.
  - Gathering of evidence concerned around the complaint.
  - Interviewing staff members involved in situation.
  - The manager will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 working days\* of sending you the acknowledgement letter.
  - At this stage, if you are still not satisfied, you should contact us again and we will arrange for a senior manager to review the decision.
  - Apprentice Team Ltd will write to you within 14 working days\* of receiving your request for a review, confirming the final decision on your complaint, and explaining the reasons.
3. If you are not entirely satisfied with the final decision made by Apprentice Team Ltd in relation to assessment or examinations, you can make your complaint direct to the awarding body you are registered with. Please contact the administration team for confirmation of the awarding body you are registered with.

<b>Awarding Bodies (Apprenticeship Frameworks / Standards)</b>	<b>Awarding Bodies (Functional Skills)</b>
<b>I Can Quality Ltd (ICQ)</b> 4th Floor, Salt Quay House, Sutton Harbour Plymouth, PL4 0HP	<b>Skills First</b> Suite 416 Fort Dunlop, Birmingham, B24 9FD
<b>TQUK</b> 2nd Floor Dunham House, Cross Street Sale , Manchester M33 7HH	<b>NCFE</b> Q6 Quorum Park, Benton Lane, Newcastle upon Tyne, NE12 8BT
<b>BCS</b> , The Chartered Institute for IT 3 Newbridge Square Milford Street, Swindon, SN1 1BY	
<b>CIPS</b> , CIPS Customer Service Team, Easton House, Easton on the Hill, Stamford, Lincolnshire, PE9 3NZ	
<b>1st For EPA</b> 61 Cranbrook, Marton-in-Cleveland, Middlesbrough, TS8 9XH	

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## **Complaint Procedure (Cont.)**

4. If you are not entirely satisfied with the final decision made by the awarding body, you can appeal in writing to the Qualification Regulators. Further guidance is provided following the link below: <https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

To make a complaint to Ofqual, you can do so through the link below:

<https://complaints.ofqual.gov.uk/>

Or by telephone: 0300 303 3344

5. For any complaints that are not related to assessments or examinations, and you are not satisfied with the response from the senior management team following the appeal procedure, you can make a complaint direct to the Education and Skills Funding Agency with further guidance provided following the link below:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

Complaints can be made by writing to:

**Complaints Team,  
Education and Skills Funding Agency,  
Cheylesmore House,  
Quinton Road,  
Coventry  
CV1 2WT**

Or through the enquiry form through the link above.

6. For further clarity, advice and guidance about this policy and procedure or to gain help in making a complaint please contact our Operations Director who will be happy to advise:

**Audit and Compliance Director: Sarah McNeil**

**Telephone: 01246 278931**

**Email: [sarah.mcneil@apprenticeteam.co.uk](mailto:sarah.mcneil@apprenticeteam.co.uk)**