

The background image shows a woman in a light blue and white striped shirt talking on a black telephone. In the foreground, a hand is writing on a notepad with a pen. A blue rectangular box is overlaid on the image, containing the title and a link.

Complaints Policy and Procedure

[Click here to
return to the
contents page](#)

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
Unit 4
Chatsworth Technology Park
Dunston Road
Chesterfield
S41 8XA

Or

info@apprenticeteam.co.uk

Complaints Policy and Procedure

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.

Complaints Policy and Procedure

Complaint Procedure (Cont.)

Awarding Bodies (Apprenticeship Standards)	Awarding Bodies (Functional Skills)
ICQ Awards (ICQ) Vertigo, Cheese Lane, Bristol, BS2 0JJ	NCFE Q6 Quorum Park, Benton Lane, Newcastle upon Tyne, NE12 8BT
BCS , The Chartered Institute for IT 3 Newbridge Square Milford Street, Swindon, SN1 1BY	
1st For EPA Level Q, Surtees Business Park, Stockton on Tees, TS18 3HR	
CIPS CIPS Customer Service Team, WestPoint, Lynch Wood, Peterborough, PE2 6FZ	
CIPD 151 The Broadway, London, SW19 1JQ	
AAT 30 Churchill Place, London, E14 5RE	
IPPE Goldfinger House, 245 Cranmore Boulevard, Shirley, Solihull, B90 4ZL	
Flourish Email: info@flourishcoach.co.uk Tele: 07799 455791	

Complaints Policy and Procedure

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 Department for Education (DfE) 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,
Department for Education (DfE),
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 Audit and Compliance Director who will be happy to advise:

Audit and Compliance Director

Telephone: 01246 278931

Email: info@apprenticeteam.co.uk