

Apprenticeships Complaints Procedure



Version: 01/07/2021

Review by: 31/06/2022

Name: Jim Whittaker

Signed: *Jim Whittaker*

Date: 01/07/21

Should apprentices or employers wish to complain about any services provided by Channel Training Ltd they are advised to follow the procedure stated below.

It is ultimately the responsibility of the directors to ensure that this procedure is published and accessible to all staff, apprentices, employers and any relevant third parties. However, the Apprenticeship Programmes Manager is responsible for ensuring this information is fully understood by the tutor team and by the individuals and organisations with whom we work.

What is a complaint?

We consider complaints as expression(s) of dissatisfaction regarding our actions, services, and the application of our policies and / or on occasion, the outcome or decision we have made.

In particular, when considering complaints, we examine whether they relate to the following on

- Mistakes or poor service
- Unreasonable delay or failure to take action
- Unprofessional behaviour or conduct
- Bias or unfair treatment
- Failure to follow our published policies or procedures without a reasonable explanation

Stage 1

An informal complaint can be made to the apprenticeship tutor. Apprentices / employers should voice their complaint within 20 working days of the course/programme or any assessment with which they are dissatisfied. The tutor should discuss the complaint with the complainant and attempt to agree a way forward or a solution that suits both parties. Complainants should allow the tutor/assessor sufficient time to investigate or remedy the grievance – this may vary according to the nature of the complaint, but a first response will be made within 5 working days.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of the complainant, or if apprentices / employers feel that they cannot make an informal complaint to their tutor, the complaint should be submitted in writing using the Channel Training Complaints Form to the Complaints Officer. The complaint form should provide a detailed account of the grievance. The Complaints Officer will write to candidates to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken. The Complaints Officer will carry out an investigation, which will involve the Apprenticeship Programmes

Manager and other members of staff, and will write to the complainant within 20 working days with findings and a decision as to whether the complaint was justified and any action to be taken.

Complainants have a right to appeal this decision or action to be taken. Any appeal should be made in writing to the complaints officer within 5 working days and will be answered within a further 5 working days.

All **Stage 2** complaints should be sent to:

The Complaints Officer:

Jim Whittaker

Channel Training Ltd, The Adventure Centre, Warren Road, Minehead, Somerset, TA24 5BG

jim@channelgroup.co.uk

Stage 3

If Stage 1 and/or 2 of the complaints procedure have been followed and complainants are still dissatisfied with the outcome, they have the right to take their complaint to the External Quality Assurance Organisation or End Point Assessment Organisation within 20 working days of the decision being communicated. Channel Training may refer complaints regarding End Point Assessment directly to the EPAO if they concern EPA only.

If not satisfied with published procedures, then a complaint can be escalated to the external regulators, Ofqual, or to the Education and Skills Funding Agency, after exhausting this complaints procedure. Further guidance can be found here:

<https://www.gov.uk/complain-further-education-apprenticeship>

All **Stage 3** complaints should be sent to the Quality Management Team at the appropriate organisation above.

Channel Training Ltd
Complaint Form



Stage 1

Before completing this form, candidates are advised to follow Stage 1 of the complaints procedure and initially try to rectify the issue prior to submitting a formal complaint.

Stage 2

Apprentices / Employers are required to complete this form and forward it to the Complaints Officer by post or by email to jim@channelgroup.co.uk

Name:	
Address:	
Email address:	
Contact number:	
Date complaint submitted:	
Date on course/assessment:	
Standard / Course being followed:	

Describe the nature of your complaint as fully as possible:

Please attach an additional sheet if necessary.

Signature of complainant:		Date:	
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