



Complaints Policy, Procedure and Process: Apprenticeships

General Policy Statement

We view complaints, compliments and feedback as an opportunity to learn and improve for the future. In the case of a complaint, it is a chance to put things right for the apprentice, their employer, our apprentice trainers or other member of our staff who has made the complaint.

Our complaints policy, procedure and process are published on our website. We also explain how to make a complaint to apprentices during induction, to their employers during the contracting phase and to apprentice trainers and other staff upon engagement.

Complaints about end point assessment should be directed to the relevant End Point Assessment Organisation.

A complaint can be received verbally, by phone, by email or in writing.

Definition

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the work undertaken within our apprenticeship delivery services. This complaints procedure applies to the services surrounding our apprenticeship delivery provision only. It does not cover complaints about assessment which fall under our appeals policy.

Promotion of the Policy, Procedure and Process

Exelin will promote and publicise the Complaints Policy, Procedure and Process as widely as possible using our intranet (for apprenticeship training staff), website, apprentice induction guide, learner handbooks and reports.

Eligibility

This policy applies to all apprentices, their employers and staff associated with training operations and delivery.

Policy

1. We take our responsibilities around complaints seriously. We endeavour to receive complaints in a positive manner recognising that we are being given the opportunity to better understand the needs of our apprentices and their employers and where possible to make amends or ameliorate the situation, incident or issue.
2. Our approach to complaints handling is reflected by our values, aims and objectives.
3. Our complaints process is flexible, open and accessible to all.
4. We are committed to resolving complaints, expediting the complaints process and handling complaints in a transparent and fair manner.
5. We keep the number of stages in our complaints process to a minimum and focus on resolving complaints at the first stage wherever possible.
6. We work with our apprentices and their employers to shape and improve our complaints process.
7. We strive to ensure commitment to this policy by embedding it throughout the organisation, integrating it within other related policies (see list at the end of this document) and through our monitoring process.
8. We aspire to deliver a quality complaints process. Complaints are logged and reported to the senior management team, we monitor our performance and learn from feedback to continually improve our services. We use a Non-Conformance Log and Action Plan to support this process. A copy of the Non-Conformance Log and Action Plan is at the end of this document.
9. We will protect the confidentiality of complaints received but they may be shared with the Education and Skills Funding Agency, the Institute for Apprenticeships and Ofsted.

Complaint Reporting and Handling Procedure

This complaints procedure has two aspects;

- a) Complaints about our services surrounding apprenticeship training delivery
- b) Complaints about assessment which we call Appeals and appertain to complaints or queries about an assessment decision or the conduct of the formative assessment undertaken during the delivered part of an apprenticeship.

Apprentices or their employers wishing to complain must do so within 14 working days of the incident or matter with which they are dissatisfied.

Should apprentices or their employers wish to complain about any elements of the apprenticeship training services provided by Exelin Ltd., they should follow the process stated below.

In the unlikely event that apprentices exhaust this procedure and remain dissatisfied with the decision made by Exelin Ltd., they may take their complaint to the Institute for Apprenticeships (IfA) or another relevant regulator.

Informing apprentices about how to make a complaint

Exelin will provide information about how to make a complaint at induction which also includes information about apprentice behaviour strategy and discipline procedure, reasonable adjustments and fair access, equality and diversity and anti-bullying awareness. This is reinforced at regular progress meetings. By covering these subjects together at induction, we aim to reduce the occurrence of complaints.

Complaints Process

Stage 1

An informal complaint can be made to the apprentices' trainer. The apprentice trainer should discuss the complaint with the apprentice and/or their employer and attempt to agree a way forward or a solution that suits both parties. Apprentices should allow the apprentice trainer sufficient time to investigate or remedy the grievance. The apprentice trainer will advise the complainant whether the complaint falls within the appeals procedure, in which case further information will be supplied to support an appeal about assessment.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of the apprentice or their employer, or if apprentices feel that they cannot make an informal complaint to their apprentice trainer, the complaint should be submitted in writing using the Exelin Ltd. Complaints Form to:

Liz Allan, Apprenticeships Programme Lead for Exelin Ltd at Somerset Energy Innovation Centre, Woodlands Business Park, Bristol Rd, Bridgwater TA6 4FJ

Or

Email: liz.allan@exelin.co.uk

Please mark your envelope or email subject line 'in confidence'.

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known)
- Any names of the people you have dealt with so far; and copies of any papers or letters to do with the complaint.

We ask that you raise your complaint as soon as possible after the incident or event so that we can quickly address it and commence an investigation.

Apprentices and their employers should use the Complaints Form to provide a detailed account of their complaint or grievance. The Apprenticeships Programme Lead has responsibility for handling complaints. They will write to apprentices or their employers to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken.

The Apprenticeships Programme Lead will carry out an investigation, which will involve the relevant apprentice trainer (where required) and other members of personnel, and will write to the complainant within 20 working days with the findings and a decision as to how we shall respond to the complaint.

Stage 3

If you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to the Executive Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Executive Director will investigate in full and respond to you within 10 working days.

All appeals must be in writing (or by email) and made within 10 days of the original decision being received.

Write to: Charles Hill, Executive Director for Exelin Ltd at Woodlands Court Business Park, Bristol Rd, Bridgwater TA6 4FJ

Or

Email: Charles.hill@exelin.co.uk

Please mark your envelope or email subject line 'in confidence'.

This will be the final stage of escalation within our company. Therefore, if you remain unhappy after following our internal complaints procedure and your complaint refers to services you have received relating to your apprenticeship please contact the Institute for Apprenticeships or another relevant regulator. We recommend that you do this within 20 days of receipt of our final decision. A

representative of Exelin Ltd. will be able to offer you guidance on the appropriate regulator in each instance and provide contact details.

Monitoring

1. We use performance measures that are focused on monitoring the effectiveness of our complaints handling to improve the process and to establish whether our complaints policy, procedure and process is effective in practice
2. We ask apprentices and their employers and apprenticeship training delivery team if they are satisfied with our complaints handling and we use this feedback to learn and to improve the service
3. We regularly compare our complaints service with other organisations to improve the quality and value for money of our service
4. We consistently analyse the trends and the effect of other policies and practices arising from complaints and use this information to inform our approach to customer service and staff training, to drive improvement and to target resources.
5. We seek to learn from all expressions of dissatisfaction, including those that are resolved at the first point of contact, and to use them to inform our improvement plans. We use the Non-Conformance Log And Action Plan to support this process. A copy of the Non-Conformance Log and Action Plan is at the end of this document.

Responsibility for this policy

Liz Allan, Apprenticeships Programme Lead for Exelin Ltd is responsible for this policy.

Policy review

Exelin will review the Complaints Policy, Procedure and Process on an annual basis.

Review Date: March 2020

Links to other policies

This policy should be read in conjunction with the:

- Equality and Diversity Policy
- Exelin Employee Recruitment and Selection Process
- Exelin Apprentice Safeguarding and Prevent Duty Policies
- Exelin Apprentice Fair Access and Reasonable Adjustments Policy
- Exelin Apprentice Positive Behaviour Strategy and Procedure

- Exelin Positive Behaviour Strategy and Disciplinary Procedure
- Exelin Bullying and Harassment Policy
- Exelin Attendance Management Procedure.

Exelin Ltd.

Exemplar

NON-CONFORMANCE LOG AND ACTION PLAN

This is an example of the approach that Exelin Ltd. takes to recording, monitoring and managing complaints and feeding into continuous improvement.

Type	Number	Detail	Concern	Corrective Action	Who	When	Completed	Root Cause	Preventative Action	Who	When	Completed