



## **Complaints Policy and Procedure**

The Training Academy is committed to providing a high quality service for its Learners and nurseries and working in an open and accountable way that builds the trust and respect of all. One of the ways in which we can continue to improve our service is by listening and responding to the views of our Learners and colleagues, and in particular by responding positively to complaints.

### **What is a complaint?**

A complaint is when a Learner, nursery setting or another colleague informs us that they are not happy with the expected level of service they have received and we have not responded to their satisfaction.

If there is a complaint or disagreement about an assessment decision then the Academy Appeals procedure must be followed.

### **How can a complaint be made?**

Any Learner, nursery setting or colleague who wishing to make a complaint can do so by telephone, email, letter, in person or by completing the complaints form below and sending it to the Apprenticeship Manager. If the concern is regarding the Head of Academy or the Apprenticeship Manager then the complaint should be sent to the company Quality and Training Director. Every assistance will be offered to any person requiring support to make a complaint. It is helpful if the complainant can give us as much information as possible so this can be investigated thoroughly.

### **Stage 1- Informal Complaints**

Complaints of a minor nature should be raised quickly with the person responsible with the aim of resolving the problem directly and informally. We expect the majority of minor complaints can be resolved informally and within 5 working days.

Minor complaints could include for example, a Trainer/ Assessor missing an appointment or the Functional Skills Tutor not sending a Zoom link for a training session. If the complainant is not satisfied with the outcome then complainants should follow Stage 2 of the Formal Complaints procedure below.

### **Stage 2- Formal Complaints**

All formal complaints will be investigated with in line with the Disciplinary Policy and Procedure and Grievance Procedure which can be found in the Childbase Partnership Employee Handbook.

### **Stage 3- Appeals**

Appeals will be dealt with in line with the Grievance Procedure which can be found in the Childbase Partnership Employee Handbook.



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The complainant can refer to the Education and Skills Funding Agency following the outcome of the companies complaints procedure if the complainant is not satisfied with the outcome at [Complain about a further education college or apprenticeship - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/complain-about-a-further-education-college-or-apprenticeship)

All complaints will be logged and analysed for any improvements that can be made. All complaints should be resolved within 28 days.

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