

Complaints Policy and Feedback Process

1. Policy Statement

- 1.1 We are committed to ensuring that all customers both learners & employers, our suppliers receive the best possible service from Train'd Up. However, we recognise that, sometimes, some of our customers may experience problems.
- 1.2 We also recognise that complaints are a valuable form of feedback on our service delivery. We use this feedback to identify the root causes of complaints and to ensure that improvements are made to our processes for the benefit of both our customers and ourselves.
- 1.3 These are the promises we make to all customers who raise issues with us:
 - We will listen to you, and make every effort to understand the reasons for your complaint. We care about why you are dissatisfied.
 - We will try to resolve your problem as soon as you get in touch with us. If not, we will offer fair solutions quickly.
 - We also welcome positive feedback from customers about our services and staff.
- 1.4 All learners, employers and Train'd Up employees are encouraged to provide feedback on all aspects of our training activities. Feedback enables us to improve our service and informs our quality improvement programme. We are committed to providing high standards of customer service, we will inform all learners employers and staff of their rights and that we will actively respond to any issues or concerns.

2. Definition and Scope of the Policy

- 2.1 This policy and process applies:
 - Our employer customers
 - Our sub-contractors
 - Our learners
 - Our staff
- 2.2 This policy embraces all aspects of all our learning programmes including Apprenticeships - including assessment, outcomes of End Point Assessment (EPA) or other aspects of training delivered by Train'd Up.
- 2.3 A complaint is any problem identified by any customer or stakeholder which requires action to resolve it.
- 2.4 Complaints are a form of feedback and enable us to improve our service. A complaint which has been dealt with appropriately will result in a more positive impression of the organisation and re-engage the customer.
- 2.5 It is important to record complaints received in order for improvement. Therefore, complaints can be seen in a positive light as a means of satisfying our customers and helping us improve our practices.
- 2.6 Overall responsibility for this procedure lies with the Directors of Train'd Up.
- 2.7 This policy is reviewed annually by the Managing Director.

3. Aims of the Policy

- 3.1 Train'd Up has established clear aims to ensure that we meet our Policy Statement and will enact this by:
- Ensuring that all learners and employer customers are aware of their right to complain, the process for doing so and how to appeal if they remain dissatisfied.
 - Communicating the process by which learners, employers and staff are able to make complaints or submit appeals and putting this on our website.
 - Investigating complaints thoroughly, impartially and sensitively within appropriate timescales and responding to all customers with an initial response within 3 working days of the issue/complaint being raised.
 - Respecting issues of confidentiality when dealing with complaints.
 - Supporting customers to escalate complaints to the appropriate regulator, where Train'd Up is unable to directly resolve the issue or to achieve a satisfactory conclusion.

4. Implementation and Communication of the Policy

- 4.1 The Train'd Up complaints policy and procedure is made available to all learners and employers upon request, both electronically and in hard copy.
- 4.2 All new staff and employers are provided with a copy to ensure that they are aware of its existence and how to make a complaint should they wish to do so.
- 4.3 All learners are made aware of the policy at induction.

5. Concerns of a general nature regarding learning programmes

- 5.1 If a learner or employer has an issue with:
- The delivery of training.
 - Feedback on assignments, or other assessments.
 - The overall management of a learning programme.
 - If dissatisfied with the result of 'End Point Assessment' (EPA).

5.2 Informal procedures

If you have a named contact in Train'd Up, make your initial complaint or give your feedback to them. If you don't have a named contact, our office on **0330 058 8300** and we will do our best to resolve your complaint there and then. If your complaint cannot be dealt with immediately, or if the matter you are concerned about is very serious, you should use our formal complaints procedure.

5.3 Formal procedures

- 5.3.1 Formal complaints and feedback can be made in writing, by fax, or by e-mail, to any member of Train'd Up staff. Our staff will make sure that your complaint is entered into our formal complaints process. We will acknowledge your complaint within two working days.

- 5.3.2 Our target will be to provide you with a considered response within 7 working days of receiving your complaint. If for some reason we cannot resolve the matter within 7 working days, we will keep you informed of the delay, the reasons for it, and will give you a date by which we will be able to give you a full reply.

5.4 **What if I'm unhappy with Train'd Up's response to my complaint?**

If you are unhappy with the response we make to your formal complaint, please write, within one month, to: Head of Quality & Compliance, Train'd Up, Old Manor House, 129 Henderson Street, Bridge of Allan, Stirlingshire, FK9 4RQ. A reply will then be sent to you within 10 working days.

6. **Complaints appeal process**

- 6.1 If the complainant is dissatisfied with the outcome of a complaint, they may appeal against the decision within ten working days of our response.
- 6.2 The appeal will be investigated by the Head of Quality & Compliance, independent of the original complaint, and the above timescales will apply. The outcome of this appeal concludes the complaints process.

7. **Further dissatisfaction**

- 7.1 If after exhausting our complaints process the complainant is still unsatisfied the complainant will be directed to the ESFA publication: Complaints about post 16 education and training provision funded by ESFA.

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

or in writing to:

Customer Service Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

or by email to: complaints.esfa@education.gov.uk

8. **Scotland Based Apprentices**

- 8.1 Appeals against an assessment decision in Scotland should be made by following the process below:

- Speak to assessor. If not resolved, within 24 hours;
- Refer to Internal Quality Assurer – if not resolved, within 24 hours;
- Refer to Head of Quality and Compliance – if not resolved, within 24 hours;
- Refer to Awarding Organisation (EAL) – if not resolved;
- Submit complaint to SQA Accreditation.

* Note – SQA Accreditation is unable to overturn assessment decisions or academic judgements. Their role is to review and ensure that the correct awarding body policies and procedures had been followed when a provider makes an appeal.

9. Responsibilities and Designated People

- 9.1 The Head of Quality & Compliance will investigate any formal complaint and provide an initial response within 7 working days. The Head of Quality & Compliance will conduct the investigation as a fact-finding exercise to collect all the relevant information regarding the complaint and provide a detailed response within 20 days.
- 9.2 Named person and responsibility will hear any appeal regarding the outcome of a complaint and respond to the complainant within 10 working days.

10. Monitoring and Review

- 10.1 As part of our quality assurance process Company Directors will review the type of complaints made, which aspects of training they apply to, the timeliness of dealing with complaints or otherwise and the outcomes of complaints twice a year to ensure that this policy is working in practice.

11. Documents Supporting the Policy

- 11.1 The Train'd Up Complaints Policy and Feedback Procedure is underpinned by as number of our policies and procedure including the Quality Improvement Policy.

This policy can be found on our website: www.traindup.org

12. Director Policy Approval

This Policy is reviewed as a minimum on an annual basis and is approved and endorsed by the Board of Directors and Senior Management Team.

Signed on behalf of Company Directors:



Name: Alan Wilson
Position: Managing Director
Date: 01/08/2023