Train'd Up's COMPLAINTS, COMPLIMENTS AND FEEDBACK POLICY AND PROCESS

1. Policy Statement

We are committed to ensuring that all customers, learners, employers, and our suppliers receive the best possible service from Train'd Up and have the opportunity to provide feedback on the service we offer. This policy provides:

- A framework which anyone who is dissatisfied with Train'd Up can raise their concerns.
- Assistance to staff to effectively deal with complaints from learners, parents, customers, employers, contractors, visitors and other interested parties.
- A framework for providing positive feedback

2. Scope of the Policy

This policy and process applies:

- Our employer customers
- Our sub-contractors
- Our learners
- Our staff

This policy embraces all aspects of all our learning programmes including Apprenticeships, qualifications, outcomes of End Point Assessment (EPA) or other aspects of training delivered by Train'd Up.

3. Definitions

A complaint is any problem identified by any customer or stakeholder which requires action to resolve it.

A compliment is any form of positive feedback/ acknowledgement either for Train's Up as a business or individuals that work for and represent Train'd Up.

Complaints and compliments are a form of feedback and enable us to improve our service, share positive experiences and to enable others to make informed choices to study or partner with Train'd Up.

4. Promises

These are the promises we make to all customers who raise concerns 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 and will share this with the wider business and individuals.

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.

5. Implementation and Communication of the Policy

The Train'd Up complaints, compliments and feedback policy and process is made Available to all learners and employers upon request, both electronically and in hard copy. It is also available on our website and in the Resource Centre on Aptem, our e-portfolio system.

All learners are made aware of the policy at induction.

6. Compliments and feedback

All learners, employers and partners are encouraged to provide feedback on all aspects of our training activities. Feedback enables us to improve our service, promote great experiences, acknowledge individuals who make a difference and share what it is like to study at Train'd Up.

6.1 Feedback

We believe that sharing great experiences enables others to make informed choices t study or work with us. We would encourage a Google Review which can be completed here: Sign in Google Accounts

6.2 Survey

We will send out surveys through the learner journey to learners and employers (unless You opt out of receiving communication during the onboarding process). This feedback will be reviewed and actioned by the Quality Director and used to acknowledge star performance and/or improve areas where we are not meeting expectations.

7. Complaints

Informal stage

It is recognised that an expression of dissatisfaction may be raised informally and, where possible, should be dealt with at the earliest opportunity. Any expression of dissatisfaction should be raised directly with the relevant Assessor, Tutor, Manager or names contact you may have at Train'd Up. If you don't have a named contact, call our office on **0330 058 8300**.

Any such concerns should be raised promptly and directly to ensure the issues presented are resolved as quickly and effectively as possible.

If concerns are not satisfactorily resolved in this way, complainants should follow Train'd Up's formal complaints process as outlined below.

Formal stage

The formal procedure is intended to ensure that all complaints are handled fairly, consistently and, wherever possible, resolved to the complainant's satisfaction.

Responsibility of the Complainant

If the complaint is not resolved at the informal stage, or the complainant does not wish to follow the informal complaint process, they should:

Communicate their complaint in writing via our online complaints form which can be found here: Contact | Train'd Up

To speak to someone in person about a complaint please contact the office by calling **0330 058 8300**.

Bring their complaint to the attention of Train'd Up within 12 weeks of the incident occurring.

Explain the concern as clearly and as fully as possible, including any action taken to date.

Responsibility of Train'd Up

Train'd Up welcomes feedback to enable future improvement to services received by customers. We will respond to any dissatisfaction with our services fairly and promptly.

Complainants will receive an initial acknowledgement within 48 hours of receipt of a formal complaint.

Complaints will be investigated, and a response/solution provided within 10 working days. If for some reason we cannot resolve the matter within 10 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.

Where required, a detailed response will be sent, on conclusion of a full investigation.

Complainants may be offered a meeting with the parties involved, if appropriate.

The Quality Team will log all informal and formal complaints via a centralised logging system. These records will be retained for a period of 2 years following resolution and closure of the complaint, at which point all information relating to the complaint will be deleted.

8. Appeals and Escalations

Complainants may appeal if they are dissatisfied with the outcome of the complaint. Appeals must be submitted in writing to fallon.southwell@traindup.org or the relevant manager leading on their complaint, within 20 working days from receipt of the complaint response.

Following an appeal, and if complainants are still not fully satisfied with the outcome or the handling of a complaint, they can refer their complaint to the relevant Awarding Organisation, End Point Assessment Organisation, Ofqual, Department for Education (DfE) who are the relevant qualification regulators. Train'd Up will provide contact details of the relevant body upon request. An example of this may be the Department for Education (DFE) whose complaints process can be found at: https://www.gov.uk/complain-further-education-apprenticeship

9. Responsibility

Overall responsibility for this policy and procedures rests with the Quality Director.

10. Monitoring and Review

Train'd Up will review the policy annually as part of its annual self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback, changes in its practices, advise from the regulatory authorities or external agencies, changes in legislation, or trends identified from previous instances of malpractice or maladministration.

In addition, this policy may be updated in light of operational feedback to ensure our arrangements for dealing with suspected cased of malpractice or maladministration remain effective.

11. Director Policy Approval

This Policy is reviewed as a minimum on an annual basis and is approved and endorsed by the Senior Leadership Team.

Signed on behalf of Company Directors:



Name: Fallon Southwell
Position: Quality Director
Date: 10/03/2026

12. Document management

Owner: Quality Director
Effective Date: Pre 2026
Next Review Date: 09/03/2027
Document reference: Complaints, Compliments and feedback policy and process V15

13. Change History Record

Version control	Substantive change narrative	Author of substantive change	Date of substantive change
15	1) Provided more clarity of process 2) Updated responsibilities 3) added compliments and feedback 4) Updated investigation time lines	Quality Director	10/03/2026