



The Complaints Policy / Procedure

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Policy Statement

Elevation Training Academy, will seek to resolve any problems, grievances or complaints experienced by apprentices and client employers.

Aims of this policy:

- To ensure that issues raised by learners or client employers are resolved
- To ensure that, wherever applicable, actions can be taken to improve our service
- To ensure that complaints are dealt with fairly and swiftly
- To ensure that complainants are not discriminated against as a consequence of bringing a complaint.

Scope

This policy provides for the procedure to be followed should a complaint be received from apprentices and client employers.

Definition

A 'complaint' is an expression of dissatisfaction about standards of service, an action or non-action by our organisation or its employees, affecting students, visitors or other stakeholder

Procedure

- 1.1 If you are not satisfied with the service that Elevation Training Academy provide, then the following procedure should be followed.



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- 1.2 If, having attempted to resolve the matter informally, you feel you still have grounds for complaint you should begin the formal complaints procedure within 6 weeks of the incident giving rise to the complaint
- 1.3 If you wish to make a formal complaint you should use the “Complaints Form” (see below), or request one from head office. Complete the form, giving as many details as possible (e.g. date, time, people involved), and return it to: - Jolene Taylor.
- 1.4 You will be sent a written acknowledgement that your complaint has been received within five working days. This will clearly state the name and position of the person who will be dealing with your complaint. You will also receive documentation which tells you about the process which will be used in the handling of your complaint.
- 1.5 Any complaint received by our organisation must be sent to the Director of L&D. Upon receipt of the complaint, an investigating lead will be assigned, and the complaint will be monitored and administered by the Director L&D.
- 1.6 You will receive a response regarding the investigation from the person named in the acknowledgement letter within 10 working days. This will indicate the initial decision of the person responsible for dealing with the complaint and give information which tells you how the decision was reached or indicate what further processes will be followed.
- 1.7 If you are not happy with the outcome then you may make an appeal, in writing, within 10 days of receiving notification of the decision. This is the last stage in the Procedure, and you will be informed by the person who has been appointed to act in the matter, by what process the appeal will be handled. You should receive this notification within 10 days of submitting your appeal.
- 1.8 If you have exhausted all the procedures, but remain unhappy with the outcome, then you can obtain advice from the Administrative Department about what avenues are open to you.
- 1.9 All outcomes of complaints are anonymised and monitored for quality assurance purposes. A report will be provided by the Director of L&D to the Leadership Team. Lessons learnt from this process will inform the development of the strategic aims of the business. These will be incorporated into our way of working to develop and improve our service to learners and employers.
- 1.10 Assessment appeals are not part of this policy. Please refer to our ‘Appeals Policy’
- 1.11 We reserve the right not to pursue any malicious, vexatious or abusive complaints.

ESFA complaints team

complaints.ESFA@education.gov.uk

Complaints team, Education and Skills Funding Agency
Cheylesmore House, Quinton Road
Coventry, CV1 2WT



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Complaint Form

NAME:

ADDRESS:

PHONE NUMBER:

COURSE:

Training Advisor:

YOUR COMPLAINT (please complete all sections)

Name of person (s) / Programme / Service complained about:

Specific Complaint:

Please identify the issue you are complaining about and provide factual evidence, for example, names of witnesses, dates, times, supporting statements. Add an extra sheet if necessary and clearly mark it with your name, date and sign it.

Please Turn Over



What informal steps have you taken to resolve the issue?

(Please give the names of people / departments you have sought help from and say what the outcome was)

If your complaint is upheld, what remedy would be acceptable to you?

(Remedies must be appropriate to the nature of the complaint)

When you have completed your form, please return it to either your Tutor or to Jolene.Taylor@Elevation-Academy.co.uk

Signature:

Date: