



UKAAB Training

COMPLAINTS POLICY, PROCEDURE AND PROCESS

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1. Overview of the Complaints Policy and procedures

Anyone not satisfied with the level or service, should feel able to approach a UKAAB Training team member for their concern to be addressed promptly. Our attitude is to resolve all matters informally through a dialogue with all those immediately concerned.

All UKAAB Training employees receive basic training on responding to complaints and managers receive thorough training in resolving complaints and in following this policy.

Below the policy set out how a complaint can be made against us and how we attempt to resolve complaints. At all times, if you have any queries regarding this policy or making a complaint please do not hesitate to contact us.

1.1. Who is this policy for?

This policy is for anyone (“You”) who experienced dissatisfaction of UKAAB Training – this includes:

- ❖ apprentices enrolled on a training programme provided by UKAAB Training
- ❖ employers of learners enrolled on a training programme provided by UKAAB Training
- ❖ parents or carers of learners enrolled on a training programme provided by UKAAB Training
- ❖ visitors, suppliers or others that engage in business activity with UKAAB Training

1.2. The aims of this policy are to:

- ❖ protect apprentices enrolled with UKAAB Training
- ❖ help improve any service provided by UKAAB Training
- ❖ help reduce risk
- ❖ ensure compliance with any relevant legislation and guidance – including from the Education & Skills Funding Agency

1.3. Purpose of the policy:

- ❖ To set out the steps to follow when a complaint is made to us
- ❖ To present the expectations of how a complaint will be investigated
- ❖ To describe how the outcomes of a complaint will be communicated

1.4. Who needs to know about the policy and how is it shared?

- ❖ Apprentices will be made aware of the policy during their induction to their training programme – the policy can be accessed via electronic means
- ❖ Employers of apprentices will be made aware of the policy in the Contract of Services document
- ❖ Employees will be made aware of the policy through the UKAAB Training Staff Handbook and all employees will receive basic training. Managers and tutors will receive further Complaints handling training
- ❖ Clients and anyone else who has engaged in business activity with us can receive a copy of this policy on request

1.5. Review of the policy

We will review the policy on an annual basis to ensure that it complies with any relevant legislation and guidance – including from the Education & Skills Funding Agency. This policy may also be reviewed and updated at any time based upon any "lesson learned" or feedback received.

2. Types of Complaint

2.1. What is a complaint?

A complaint is any expression of dissatisfaction (oral or written) with our service or application of our policies/procedures. A complaint could cover:

- ❖ mistakes or poor service
- ❖ unreasonable delay or failure to take any action
- ❖ unprofessional behaviour or conduct of our employees
- ❖ unfairness and bias
- ❖ not following our policies/procedure without communicating the reason

2.2. UKAAB Training Complaints policy, procedure and process

- ❖ Apprentices should feel confident to provide feedback to their Tutors at college or raise any concerns during a review with an Employer Relationship Officer. However, should you wish to make a complaint, the stages for UKAAB Training Complaints are outlined in section 4.4 below
- ❖ Employers, Parents and Carers of apprentices enrolled on a UKAAB Training programme who wish make a complaint about UKAAB Training should follow the stages for UKAAB Training Complaints as outlined in section 4.4. below
- ❖ Apprentices, Parents or Carers that wish to discuss a matter regarding an apprentice's employer are welcome to raise concerns with an UKAAB Training Team Member. We may advise to discuss the matter directly with the apprentice's employer or help direct you to relevant employment support
- ❖ Employers of an apprentice that wish to discuss a matter regarding apprentices' employment should do this directly with the apprentice or their parent/carer. The training team should be informed if you think this will affect the apprentice's training and the training team can look to put in place effective support for the apprentice
- ❖ If the training team think that feedback or complaint is in regards to a Safeguarding or PREVENT issue they will look to follow the relevant policy/procedures

3. Who can make a complaint?

3.1. The person directly affected by an action of UKAAB Training or an employee of UKAAB Training. A representative may act on behalf of the person affected with explicit written permission.

Anonymous complaints will be noted, may be acted upon and where possible acknowledged that they have been received, but it is not possible to provide any feedback on the outcome of anonymous complaints.

4. How to make a complaint and the stages of a complaint

4.1. You can make a complaint either orally or in writing to a UKAAB Training employee. The employee will listen and make note of your complaint and will follow the stages below.

4.2. Timescales for making a complaint:

- ❖ All complaints must be made within 8 weeks of the date of the experience the complaint is about.

4.3. Complaints made through public or open publication

Where initial complaints are made through public or open publication (e.g. social media, blog, website or any other written publication) prior to being expressed to a UKAAB Training employee we reserve the right to request the removal of the publication before addressing the complaint and opening an investigation.

4.4. UKAAB Training Complaints procedures

Stage 1: Informal and local – initial complaint

- ❖ Most initial (stage 1) complaints may be made orally either in person or by phone to Tutors, Employer Relationships Officers or the Training Hotline. Alternatively you may choose to make your complaint in writing. You should expect your complaint to be listened to, or receipt of a written complaint acknowledged promptly. If possible, a resolution will be offered immediately.
- ❖ If it is not possible to resolve the complaint immediately the person responding to your complaint may suggest passing on your complaint to a Senior Manager of the Training Team. The Senior Manager may wish to contact you to listen to your complaint again and make notes. You should expect the complaint to be resolved within 5 working days.
- ❖ If a complaint cannot be resolved to your satisfaction at stage 1 it is necessary to make a formal complaint.

Stage 2: formal complaint via UKAAB Training Office – escalation to an appointed Senior Manager

- ❖ Formal complaints must be made in writing either by email or a letter. The request for the complaint to be escalated to stage 2 must be received within 7 working days of the resolution offered at stage 1.

- ❖ A Senior Manager of the Training Team (different to the Senior Manager at Stage 1) will be assigned to investigate your complaint. Firstly the Senior Manager will establish why you are not satisfied with the resolution supplied at stage 1 and they may also contact you via telephone, email or letter to clarify points of your complaint. They will seek the views of employees that you have previously spoken to at stage 1.
- ❖ The Senior Manager will determine whether we have applied our procedures fairly, appropriately and consistent with our policy.
- ❖ The decision made by the Senior Manager will be notified to you within 7 working days of the formal complaint being received.

Stage 3: complaint appeal via UKAAB Training Office or Head Office – escalation to a Director

- ❖ If you are not satisfied with the response at stage 2 you may request for your complaint to be escalated to stage 3. This request must be made in writing within 7 working days of the notification from the Senior Manager at stage 2. The request must include why you believe the complaint has not been resolved or properly addressed.
- ❖ The executive team member will consider evidence from all aspects of the complaint to date and consider whether your complaint has been addressed correctly and fairly. They may wish to contact you to clarify any existing evidence. New evidence will be considered where it is available.
- ❖ The outcome will be communicated to you within 7 working days of the complaint being escalated. At this point any decision will be considered final and no further complaints will be considered on the same matter.

4.5. Exceptions of stated outcome timescales

In the case of complex complaints or where an investigation relies on the evidence of someone that cannot be contacted promptly, more time may be needed than stated in points 4.4. In this event you will be notified as soon as possible of the delay to an outcome and the reasons why.

4.6. Non-Training complaints

Any other complaint that does not align with the types of complaint described in points 4.4 will be conducted and aimed to be resolved in a similar three-stage process and timescales described in point 4.4.

5. Outcomes of a complaint

5.1. If a complaint is upheld, the notification of the outcome will include the solution we propose. You should expect the outcome to be fair, proportionate and appropriate – examples may include:

- ❖ An apology
- ❖ An explanation of why poor service took place
- ❖ An explanation of how a matter has been rectified
- ❖ Corrective hairdressing
- ❖ Recommendations to make improvements

6. Taking a complaint further

We always hope that we can resolve all complaints satisfactorily. However, if you continue to be unhappy with a final response you have the right to refer your complaint to a public regulatory body (e.g. in the case of a training complaint this would be the Education and Skills Funding Agency). Regulators would require evidence that the steps within this Complaints Policy have been fully exhausted.

7. Accountability

7.1. All UKAAB Training employees have a responsibility for receiving complaints, treating them seriously, and dealing with them promptly and courteously.

7.2. Senior Managers and Directors of UKAAB Training have a responsibility for resolving a complaint, and leading or contributing to complaint investigations.

7.3. All UKAAB Training employees have a responsibility to follow the procedures set out in this policy.

8. Confidentiality

8.1. Details of your complaint will be kept private and secure. Information obtained during a complaint will only be used for the purposes of the investigation. If the outcome of a complaint is that we need to make improvements, including employee training, then a case study may be made of your complaint – the case study will have all names and details removed and changed so as to anonymise all participants and location of the event.

8.2. In the case that information is requested by regulatory bodies or the police we will write to notify you.

8.3. Details of the complaint, evidence from the investigation and the outcome will be stored securely for two years before being destroyed securely.

9. Contact details for making a complaint

UKAAB Training

7 Knowledge House, Belfast Road,

Downpatrick, United Kingdom, BT30 9UP