

Apprenticeship Complaints Procedure

Makers welcome all feedback about our performance as an organisation and as a training provider. We're committed to investigating all complaints raised, fairly and impartially, and where necessary take action to rectify the issue.

As part of our commitment to deliver a high-quality apprenticeship service that incorporates feedback from our apprentices and employers, we will do our best to settle complaints raised promptly, fairly and courteously.

Scope

This policy and procedure covers complaints raised by apprentice applicants, apprentices or their employers, regarding any matter connected with the Makers' Apprenticeship provision.

Aim

Makers aim to handle all complaints in a manner that:

- Encourages informal resolution wherever possible
- Is prompt and fair
- Is easy and accessible for all apprentices and employers
- Treats complaints seriously, with appropriate sympathy and confidentiality
- Facilitates early resolution
- Helps Makers improve our apprenticeship provision in the future

Complaints procedure

Wherever possible, issues or disputes relating to Makers' apprenticeships should be raised informally in the first instance by speaking to a member of Makers' staff.

An 'informal complaint' is defined as any issue or dispute which is raised with a member of Makers staff, outside of the formal complaints process (outlined below - stage 2).

Informal complaints allow Makers to try and resolve issues as quickly as possible using the appropriate means. It is usually faster to resolve informal complaints as they are unlikely to require an in-depth investigation.

Raising an informal complaint first does not exclude you from raising a formal complaint later.

The procedure to raise a complaint is outlined below:

Stage 1: Complaint Raised

Complaints should be raised with the relevant member of staff at the source of the complaint. Makers will aim to resolve the issue informally at the earliest opportunity.

The member of staff involved will provide an acknowledgement of the complaint within **2 working days** of receiving the complaint. A written outcome to the complainant will be delivered via email within **10 working days**.

If the complainant is dissatisfied with the outcome, they may raise a formal complaint, the process for which is documented below.

Stage 2: Formal Complaints

To raise a formal complaint, complainants should document the details of their complaint and submit it via email to apprenticeships@makersacademy.com. The email should set out the details of the complaint in full as well as the desired resolution or outcome. The complaint should also include any relevant supporting evidence.

When a complaint is received, it should be forwarded to the Quality and Compliance team. The Quality and Compliance team will log the complaint on our internal complaints database. Receipt of the complaint will be acknowledged by a member of Makers staff within **2 working days**.

The Quality and Compliance team will forward the complaint to a suitable Makers manager who has not previously been involved with the complaint. The manager investigating the complaint will review all of the information submitted, meet with the relevant members of staff and discuss the complaint with the complainant where further information is required.

A written report will be issued by the investigating manager within a maximum of **20 working days** from the date of receipt of the original complaint. If the complainant is not satisfied with the outcome of the complaint, the complainant may proceed to stage 3 of the complaints process documented below.

Stage 3: Independent Review

If a complainant is dissatisfied with the response provided by Makers at stage 2 of the complaints procedure, the complaint can be escalated for further consideration by an independent reviewer.

The independent reviewer will not investigate the complaint unless substantial new evidence has been produced. The role of the independent reviewer is to ensure that Makers has followed the appropriate procedures and has reached a reasonable conclusion.

A written response will be issued by the reviewer to the complainant within a maximum of 20 working days from the date of receipt of the escalated complaint.

Stage 4: Escalation

If the complainant is dissatisfied with either the processing of the complaint or the response received regarding any aspect of the Makers apprenticeship provision, they have the right to escalate the complaint to the Education and Skills Funding Agency (ESFA) and/or the National Apprenticeship Helpdesk (NAH).

Complaints, concerns or enquiries from Makers' apprentices can be escalated to the ESFA and the NAH using the following contact details:

National Apprenticeship Helpdesk

Phone: 08000 150 600 or 0247 682 6482

Email: nationalhelpdesk@apprenticeship.gov.uk

ESFA

Email: complaints.ESFA@education.gov.uk

Mail:

Complaints team

Education and Skills Funding Agency

Cheylesmore House

Quinton Road

Coventry

CV1 2WT

End-point assessment

Any complaints, concerns or enquiries specifically regarding any aspect of the End Point Assessment may be escalated to the relevant End-point assessment organisation, The British Computer Society (BCS) or Accelerate People:

BCS

Phone: 01793 41741

Email: customerservices@bcs.uk

Mail:

Customer Service Team - BCS

1st Floor, Block D, North Star House

North Star Avenue

Swindon

SN2 1FA

Accelerate People

Phone: 07850181828 or 07572878143

Email: qualityassurance@acceleratepeople.co.uk

Mail:

Scale Space, Imperial College White City Campus

58 Wood Lane

London

W12 7RZ

Policy updates

This policy will be reviewed on an annual basis or in line with changes to our complaints procedure.

This policy should be read in conjunction with our apprenticeship [appeals procedure](#).

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