



Apprenticeship Complaints, Compliments and Appeals Policy

Mar 2022
Version 1.0

As the parent Company, Corserv aims to unify key policies across its Group of Companies.

This document forms part of a suite of policies that apply to each Company within the Corserv Group. They supersede any previous Company-specific documentation relating to the same subject matter named on the front of this Policy.

| Version History | | | |
|------------------------|----------------|--------------------------------------|----------------------------|
| Date | Version | Author/Editor | Comments |
| March 2021 | 1.0 | Group Head of Talent and Development | Author |
| | | Director/Head of HR | Reviewer |
| March 2022 | 1.0 | Group Head of Talent and Development | Reviewer – no changes made |

| Document retention | |
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| Document retention period | |

Introduction and Purpose

Corserv aims to provide a progressive, flexible, and balanced service that seeks to develop the skills, abilities, and qualities in apprentices that are necessary for the effective performance to the force.

Policy Statement

All staff will be given guidance on how to acknowledge compliments or complaints and how to deal with them, record them, and escalate them accordingly. This process is shared with all learners during their induction and is highlighted during reviews.

All apprenticeships will involve an assessment process for all or some elements of the programme. All assessments are designed to be fair, accurate and appropriate to the post for which the apprentices are being trained. Should an apprentice feel that the assessment process or anything else in relation to the apprenticeship has been unfair, inaccurate, or inappropriate then they can appeal against any decision or make a complaint about any other matter regarding their apprenticeship.

We are focussed on developing a learning culture within our organisation and aim to provide an environment where staff feel confident to submit both compliments and complaints in the knowledge that they will be dealt with swiftly and fairly and that any learning forms part of our Quality Improvement Plan.

Objectives of our compliments process are to:

- Capture all compliments, acknowledge them, learn from them and share best practice
- Celebrate what we do really well that our learners value and appreciate
- Find ways for our staff to recognise and take pride in the services we provide

Apprenticeship Training Programme Related Performance Decisions.

General Compliments or Appeals regarding Performance Decisions - (see [Appendix C](#) for flow chart).

In the event of a complaint or an appeal, the following process should be followed:

The apprentice should discuss the issue in the first instance with the trainer/mentor/tutor/assessor or line manager who will look to resolve the matter within 3 days. A record of this discussion is to be kept and the outcome of the discussion logged. (See [Appendix A](#))

If the apprentice is not satisfied with the outcome of such discussions, they should discuss the issue with the appropriate Learning & Development Manager. The record of the issue and decision is to be logged on the existing [Appendix A](#) and the issue resolved within 7 days.

If the matter is still not satisfactorily resolved it should be referred to the Head of Talent and Development who will resolve the matter within 10 days. Their decision will be final and will be logged on the existing [Appendix A](#).

1. Where the area of complaint conflicts with this chain of command then a suitable alternative L&D manager should be sought.
2. The resolution should be as speedy as possible and in any case should not take longer than 10 working days in total duration without the express permission of the apprentice themselves.
3. The presence of the Appeals Process does not affect the rights of an employee to invoke the Grievance Procedure

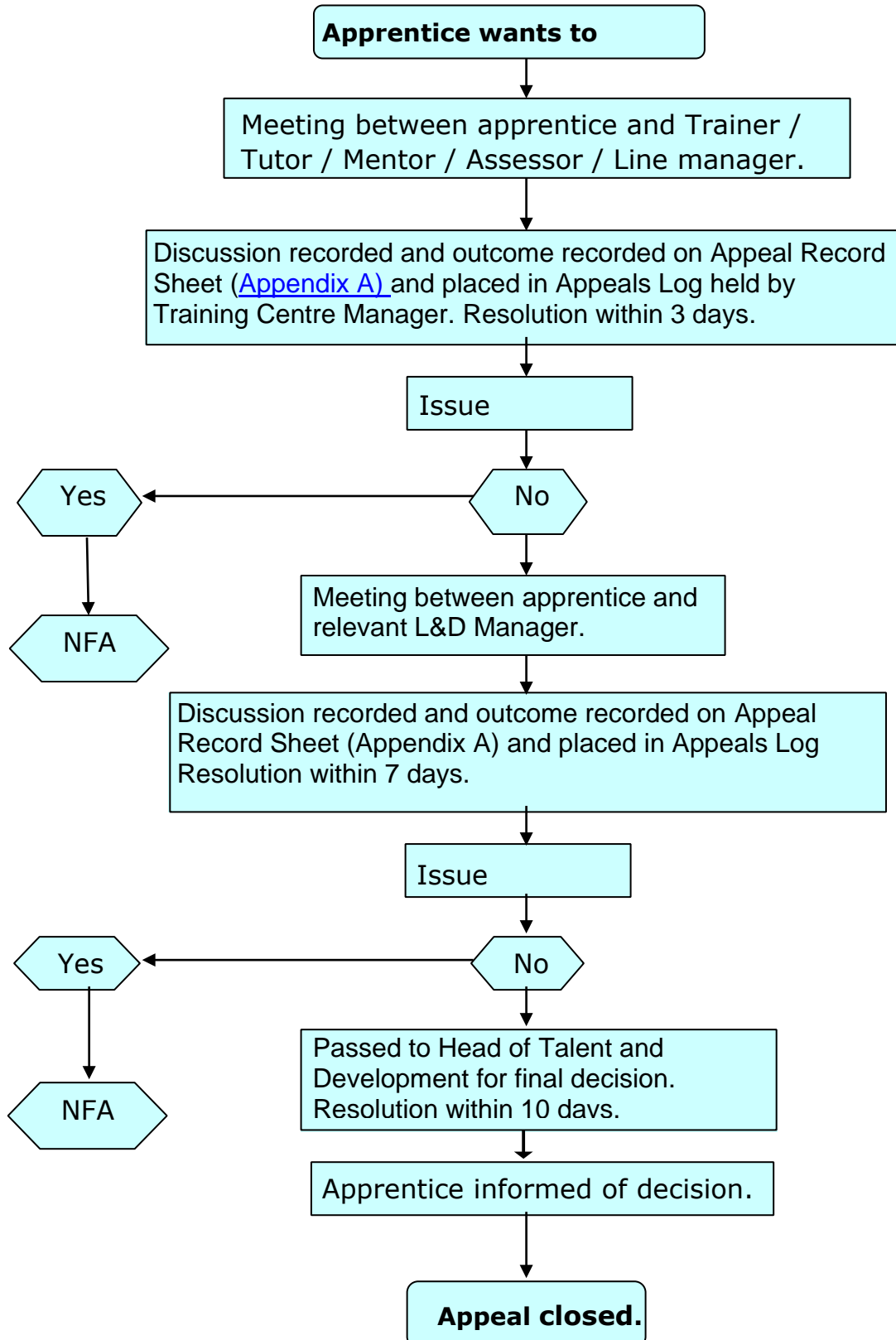
Award Decisions including End Point Assessment Decisions

1. The apprentice should raise any issue regarding the award decision and/or End Point Assessment (EPA) with their line manager. A record of this discussion is to be kept, the outcome of the discussion logged, and they will look to resolve the matter within 3 days. ([See Appendix B](#))
2. If the matter is still not satisfactorily resolved it should be referred to the Apprenticeship Programme Manager who will discuss the matter with the line manager and apprentice and the discussion logged on the existing [Appendix B](#).
3. The Apprenticeship Programme Manager will make contact with the awarding organisation/End Point Assessment Organisation (EPAO) within 7 days and follow the EPAO's own appeal's procedure, the relevant steps within that should be followed, and all outcomes recorded in the Appeals Log held by the Training Centre.

The apprentice is not happy with the outcome of the complaint/appeal then they should be advised to escalate it to the Education & Skills Funding Agency through the apprenticeship helpdesk on 0800 150400 or by email nationalhelpdesk@apprenticeships.gov.uk

Appendix C

Apprenticeship training Programme Related Performance Decisions



Appendix D**Award Decisions (including End Point Assessment Decisions)**