



## **Complaints Reporting and Handling Procedure (Apprenticeships)**

### **Learner Process:**

Learners wishing to complain must do so within 14 working days of the course/programme end date or any assessment with which they are dissatisfied.

It is ultimately the responsibility of the Group Operations Manager (Complaints Officer), to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the MD is responsible for ensuring this information is fully understood by their Education team and by the learners who commence courses/programmes in their area.

Should learners wish to complain about any services provided by Blackfriars Cookery School (BCS) they are advised to follow the procedure stated below.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by BCS, they may take their complaint to the Government Regulator responsible for Apprenticeships in England, the Education and Skills Funding Agency. Their contact details are shown at the end of the Policy.

### **Complaints Process**

#### **Stage 1**

An informal complaint can be made to the learner's portfolio tutor / trainer / workplace mentor. That person should discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow the relevant individual sufficient time to investigate or remedy the grievance.

#### **Stage 2**

If the complaint cannot be resolved informally to the satisfaction of learners, or if learners feel that they cannot make an informal complaint to their tutor / assessor / mentor, the complaint should be submitted in writing using the BCS Learner Complaints Form (Appendix A) to [ruth@hookedongroup.co.uk](mailto:ruth@hookedongroup.co.uk)

Learners should use the Complaints Form to provide a detailed account of their grievance. An Administration Officer will write to learners to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken.



The Complaints Officer will carry out an investigation, which will involve the MD Services and other members of personnel, and will write to the learner within 20 working days with the findings and a decision as to whether the complaint was justified.

### **Stage 3**

If learners have followed Stage 1 and/or 2 of the complaints procedure and are still

All Stage 2 complaints should be sent to: [ruth@hookedongroup.co.uk](mailto:ruth@hookedongroup.co.uk)

#### **The Complaints Officer**

Name/Title: Ruth Terrington Group Operations Manager

Email Address: [ruth@hookedongroup.co.uk](mailto:ruth@hookedongroup.co.uk)

Tel: 07960 779755

dissatisfied with the outcome, they have the right to take their complaint to the relevant Government regulator for the specific Qualification, as outlined below at Stage 4.

The request should be sent to the Complaints Officer (Contact details above). They will forward the Stage 3 complaint to the Chair of the Committee, for investigation and consideration. The MD aims to respond within 20 working days.

### **Stage 4**

If learners have followed Stage 1, 2 and 3 of this complaints procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator, the Education and Skills Agency. The link to their complaints procedures is shown below.

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

### **Employer Complaints Process**

In the unlikely event that an employer (i.e. apprentice employer) wants to make a complaint then the following process should be followed.

### **Stage 1**



An informal complaint can be made to the Group Operations Manager . They should discuss the complaint with the employer complainant and attempt to agree a way forward or a solution that suits both parties. Employers should allow the Group operations manager sufficient time to investigate or remedy the grievance. (Minimum of 7 working days)

### **Stage 2**

If the complaint cannot be resolved informally to the satisfaction of the employer or if employers feel that they cannot make an informal complaint to identified person, the complaint should be submitted in writing to our Complaints Officer (see contact details above) using the BCS Employer Complaints Form (Appendix B).

Employers should use the complaints form to provide a detailed account of their grievance. The Complaints Officer will write to the employer to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken.

The Complaints Officer will carry out an investigation, which will involve the relevant members of personnel, and will write to the employer within 20 working days with the findings and a decision as to whether the complaint was justified.



Learners are required to complete this form when making a complaint and forward it to [ruth@hookedongroup.co.uk](mailto:ruth@hookedongroup.co.uk)

Learner's name			
Describe the nature of your complaint as fully as possible:			
Please attach an additional sheet if necessary			
Learner's signature		Date	
Address			
Email address			
Contact number			
Date complaint submitted			
Date on Course/Assessment			



Employers are required to complete this form when making a complaint and forward it to the Complaints Officer. We will accept this form electronically to: [ruth@hookedongroup.co.uk](mailto:ruth@hookedongroup.co.uk)

Describe the nature of your complaint as fully as possible:			
Please attach an additional sheet if necessary			
Employer's signature		Date	

Company Name & Complaint Name	
Address	
Email address	
Contact number	
Date complaint submitted	
Date on course/assessment	