


Apprenticeship Appeals and Complaints Procedure



V3	July 21
Update Schedule	Annual
Next Review	July 22
Responsible SMT	Head of Quality and Delivery
Approved by CEO	

Policy Overview

Promotion of the policy

This policy is introduced at Apprentices induction, their Tutor explains the policy and what they need to do should they wish to appeal or complain about any element of their apprenticeship journey. They also receive a copy in their apprenticeship handbook, which is uploaded to their learning platform Bud and readily accessible to the Apprentices.

SMT responsibility

The member of SMT responsible for this policy is the Head of Delivery and Quality who reviews the policy annually to ensure it is up to date with current guidance, rules, and contact details.

Staff engagement

Staff are made aware of the policy at their induction and the importance of including it in their apprentice's induction is highlighted. Staff are updated on policies at monthly team meetings. Incidences of complaints and appeals are discussed at quality reviews and reported at Senior Management meetings and Governors.

Appeals and Complaints Procedure

Scope

DC Reclamation trading as Code is committed that all apprentices receive excellent learning and assessment throughout their apprenticeship journey. However, we acknowledge that at times you may be unhappy with an element of your apprenticeship Standard pathway.

If you are unhappy with any part of the learning or assessment process you should follow either the Appeals or Complaints procedures, both of which are set out below. This is also available in your apprenticeship handbook.

Appeals

If you think your Tutor or End Point Assessment Organisation has made an incorrect assessment decision and you want to appeal against it, this is the procedure to follow:

In writing, to your Tutor, describe why you feel the decision is incorrect. Do this within 5 working days of you receiving your Tutor's / Assessment Organisation's feedback.

Your Tutor will respond in writing within a further 5 days.

If you feel your Tutor's response is unsatisfactory, you may appeal to the Internal Quality Assurer (IQA) in writing within a further 10 working days. The IQA will then reconsider the Tutor's decision and write to you within 10 working days of the outcome. If the IQA does not change this decision, he/she will explain to you the reasons for this.

If you feel the IQA's response is unsatisfactory, you may appeal to the Head of Quality and Delivery in writing within a further 10 working days.

They will then re-consider the decision and write to you with the outcome within 10 working days. If this does not change the decision, he/she will explain to you the reasons for this.

If you feel this response is unsatisfactory, you may appeal in writing within a further 10 working days to the End Point Assessment Organisation. We will provide you with the relevant telephone number and address for the Assessment Organisation that you are registered with for your qualification.

The Assessment Organisation will contact you, normally within 6 full working weeks of receiving the complaint.

Complaints (Grievance)

At Code (DC Reclamation Ltd) we strive to deliver excellence in everything we do. Our primary focus is to exceed the expectations of all apprentices and clients.

Your feedback is invaluable to us and is taken very seriously. We are not only interested in hearing about good feedback in relation to our business and colleagues, but we also want to hear from you if you have any complaints or concerns. We also consider complaints to be an important source of information for improving our services for the futures.

Definition of a Complaint

We define a complaint or grievance as an expression of dissatisfaction concerning the provision of an apprenticeship, or administrative service, when the complainant has drawn his or her concern to the attention of Code (DC Reclamation Ltd.)

Before you make a complaint:

If you experience problems with any aspect of your apprenticeship programme or administrative services, you should contact your Tutor as soon as possible so that we can act quickly to put things right.

We cannot accept responsibility for problems that affect the outcome of your apprenticeship programme if you delay telling us about them until it is too late for us to put things right.

If you have told us about the problems and you are not satisfied with our response, you are entitled to make a formal complaint.

Making a Formal Complaint

Stage One:

Contact the IQA assigned to your course, if you are unsure of who that is, please contact clare.learwood@code-academy.co.uk

Although a simple matter can be dealt with over the phone, to make sure that we record your complaint accurately, you should put it in writing (if you have a disability that makes it difficult for you to send a written complaint, please contact us so that we can discuss alternatives) and send it to us by post or email. Concise numbered points can be a helpful way to set the situation out clearly.

We will send you an acknowledgment within 2 working days and a full reply after investigation within 14 days of receiving your complaint.

If we cannot give you a full reply within that time, we will tell you when we will be able to do so.

Stage Two:

If, when you receive our reply to your complaint, you are not satisfied that we have done everything possible to answer it, you can contact the Head of Quality and Delivery

Email: clare.learwood@code-academy.co.uk

At this stage in the complaint process, you should put your complaint in writing (if you have a disability that makes it difficult for you to send a written complaint, please contact us so that we can discuss alternatives). You should include:

- Full details of your complaint and all matters related to it
- Copies of any previous correspondence with us related to your complaint, or enough information to help us trace this correspondence quickly.

You should also tell us that you think we should do to resolve your complaint.

The Head of Quality and Delivery will send you an acknowledgement of your complaint within three working days of receiving it, and a full reply within 10 working days of the date of the acknowledgement. If we cannot give you a full reply within that time, we will tell you when we will be able to do so.

Stage Three:

If, when you have a full reply from the Head of Quality and Delivery, you are still not satisfied that we have done everything possible to answer your complaint, you can ask for the complaint to be sent to the CEO Simon Howatson.

Email: simon@code-academy.co.uk

We will acknowledge your request within three working days.

The CEO will investigate whether we have handled the matter fairly in line with our policy and procedures, and whether we should do anything else. He will reply to your complaint within 10 working days of the date of the acknowledgement letter, or, if that is not possible, contact you again to let you know when you can expect a full reply.

This stage may take longer because the CEO will need to see previous correspondence and may get advice from several members of staff.

The reply from the CEO will explain the basis of their decision. The CEO's decision is the final decision. If you remain dissatisfied with this decision, you should contact the Education Skills Funding Agency.

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

Rights and Responsibilities

We will:

Deal with all complaints within the time limits set out in this policy.

Make sure that we deal with all the point you raise and that our replies explain the outcomes clearly.

Handle your complaint confidentially and only give people the information that is needed to carry out a proper investigation and make a full response.

Keep records of complaints separate from other records.

Make sure that no complaint you have made in good faith will be used to your disadvantage in the future.

Always be polite.

If you are making a complaint, you should:

Give us full details of your complaint.

Deal sensitively with issues that involve other learners or staff, and not name them unless necessary.

Contact Details for Complaints/Appeals

Head Office:

Unit 6 Bridge House

Bridge Street

Sunderland

SR1 1TE

0191 2493805

<https://code-academy.co.uk/>