

# Complaints Policy

## September 2021

Version History			
Version	Date	Reason for release/version update	Issued by
V1.0	09/09/2020	Version release	Gemma Beech
V2.0	16/12/2020	Inclusion of escalation process	Peter Dignam
V3.0	13/09/2021	Policy signatory	Peter Dignam

Document Approval		
Job Role	Name	Date approved
Director	Samuel Riley	16/12/2020
Managing Director	Gemma Beech	13/09/2021

<b>Date of Next Review</b>	13 September 2022
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## 1. Purpose

UK Skills Academy (UKSA) is committed to providing the best possible service that we can. We recognise that sometimes apprentices will feel that they have cause to complain about the service they have received, therefore we encourage all feedback from apprentices, including complaints, and have developed a Complaints Policy and an associated Complaints Procedure.

UKSA Complaints Policy explains our broad approach to handling all complaints. Our complaints procedure provides clear information on how individual complaints will be handled.

Reports relating to complaints will be responded to in accordance with our policies and procedures. If you are not satisfied with the way we have handled your complaint, this will be dealt with as a failure of service under the terms of our Complaints Policy.

The Senior Leadership Team and all those in managerial or supervisory roles are responsible for developing and encouraging good apprentice care handling practice within their teams.

Compliance with the Complaints Policy is the responsibility of all members of the Company who deal with apprentices.

## 2. Aim

UKSA aim to resolve complaints quickly, fairly, and effectively. We will:

- Aim to put things right quickly for our apprentices when they go wrong
- Keep our apprentices informed of the progress of their complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our apprentices of their right to appeal if they remain dissatisfied after their complaint has been through all stages of the internal complaints procedure

## 3. What is a complaint and how to raise a complaint

A complaint is a statement of dissatisfaction about a situation / service. If you are unhappy with the service provided by UKSA, whether it is the learning experience, assessment, the support you are receiving, about staff or the organisation itself; we promise to take your complaint seriously and treat it as confidential. We also aim to resolve your complaint as speedily as possible.

If you have a complaint, for example, if you feel that you have received the wrong grade for an assessment, or you disagree with an examination result, you should use the relevant End Point Assessment Organisation (EPAO) / Awarding Organisation's (AO) appeals procedures, which we can advise and support you on. For all other issues and grievances, use this complaints procedure.

We welcome the receipt of compliments and complaints because they help us improve the service we provide, both for you and others. We are also interested in your ideas for improving our services. We use the information you provide to continuously improve our service. Passing on personal information about you and others is protected under GDPR.

If you wish to raise a complaint, make us aware as soon as possible, we can then work with the relevant parties to put things right immediately.

- You should make your complaint within 3 months of the event or problem occurring
- Include as much information as possible
- Provide any evidence you feel may help in resolving your complaint.
- Provide full contact details and preferred method of contact. We may need to contact you throughout the process

You can register a formal complaint by emailing [feedback@uk-skillsacademy.co.uk](mailto:feedback@uk-skillsacademy.co.uk) Regardless of the nature of the complaint we will respond to you within 48 hours with a detailed response and where needed, a clear plan of action along with timescales. We then aim to have a full written resolution to your complaint within 4 weeks. We may need to contact you via telephone, so please provide full contact details.

### **Escalation**

If you are not satisfied with the outcome of your complaint you can appeal the outcome to the Directors. Please request contact information formerly once your initial resolution has been provided.

## **4. Equality and Diversity**

Apprentices have a right to express dissatisfaction with the services they receive from UKSA and can expect to be treated fairly and without discrimination. UKSA has an Equality, Diversity and Inclusion Policy that covers all aspects of equality.

## **5. Monitoring**

UKSA is committed to continuous improvement in service delivery. Our

service standards for complaints are:

- We will make it easy and straightforward for you to make a complaint
- We will endeavour to respond to your complaint within the published timescales and keep you informed
- We will ensure you have a full explanation to your complaint in your preferred format
- We will tell you if changes have been made to services following your complaint
- We will review our Complaints Policy annually as a minimum
- We will review the context of our complaints for trends and service improvements



**Gemma Beech**  
**Managing Director**