



# **COMPLAINTS POLICY & PROCEDURE**

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**Owner: Lisa Cunningham**

## Table of Changes

Change Made:	By:	Date:	Version
Document created	Lisa Cunningham	15 <sup>th</sup> October 2019	1

This policy and procedure is subject to The Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual orientation, Disability.

Our Complaints Policy is always available to learners and employers who receive both paper and access to online copies upon induction. Any changes made to this policy are communicated to all learners, employers and staff within 24 hours.

A copy of this policy and its processes and procedures can be found on our website at: <https://www.mccrory.co.uk/training/>

All learners who make complaints will be treated with dignity, sympathy and confidentially in accordance to our Equality & Diversity Policy. Whilst we will always do all we can to resolve the complaint fairly and to the learner’s satisfaction there may be occasions when we cannot.

For all complaints regarding any services and activities delivered by McCrory, including appeals against assessment decisions, all efforts are made to resolve the complaint informally through one or more of the following options:

- One to one meetings or phone calls between the assessor and learner
- Tripartite meeting involving the assessor, learner and line manager
- Tripartite meeting with the assessor, learner and Internal Quality Assurance Officer

Learners are advised to request a meeting or discussion within 14 days of the incident or decision they are unsatisfied with.

Should none of the above resolve the complaint it becomes formal and the following process applies;

### **Protocol for Responding to Formal Complaints (timeframe in brackets)**

1. a) Complaint received in writing/person (Day 1). **The complaint should be sent to one of McCrory’s Internal Quality Assurance Officers or Training & Quality Manager stating the reasons for dissatisfaction and the desired outcome.**
  - Complaint forwarded to Training & Quality Manager immediately

- If the Training & Quality Manager is not available, the complaint is forwarded to the Training Director immediately

OR

1. b) Complaint received telephone (Day 1). The complaint should state the reasons for dissatisfaction and the desired outcome.

- Complaint forwarded Training & Quality Manager immediately;
- If the Training & Quality Manager is not available, the complaint is forwarded to the Training Director immediately

- The following details will be recorded: time complaint received; name of learner; name of employer; name of McCrorry staff member involved in complaint (if required); telephone number/email address; nature of complaint.

2. (Day 1 or 2). The Training & Quality Manager will contact the learner on the same day, or if the complaint is received after 5.00pm as soon as possible the next working day. The Training & Quality Manager will seek to identify more details regarding the nature of the complaint.

3. Day 4: Within 48 hours the Training & Quality Manager under supervision of the Training Director will carry out a full investigation regarding the nature of the complaint and will provide to the learner a realistic timescale within which the complaint will be resolved. If additional time is required to carry out this investigation the Training & Quality Manager will speak to the learner in person regarding this.

4. Day 6: When the investigation has been completed the Training & Quality Manager will write to the learner informing him/her of their conclusion. They may offer a solution, apology or inform them of next steps if the situation demands. Once the complaint has been resolved satisfactorily it will be closed off and confirmed in writing. The Training & Quality Manager informs the learner that should they be dissatisfied with the outcome of the complaint she/he should contact the McCrorry Managing Director.

The learner is invited to meet the Training & Quality Manager alongside an appropriate person to discuss the outcome of the complaint.

5. Day 8: The Training & Quality Manager will complete a learner complaints form and update the learner complaint and a copy will be passed to the Managing Director and the Senior Management Team for their records.

6. If the learner is not satisfied with the outcome and response from the Managing Director, she/he can take the complaint to the Chair of the McCrorry Board.

7. There is no further internal appeal. If the Apprentice is dissatisfied with the processing of, or response received, in relation to any complaint submitted, the Apprentice has the right to escalate the complaint to the Education and Skills Funding Agency [ESFA]. Any complaint,

concerns or enquiries regarding the apprenticeship may be escalated to the ESFA via the apprenticeship helpline on 0800 015 0400 or 0247 682 6482, or by email at [nationalhelpdesk@apprenticeship.gov.uk](mailto:nationalhelpdesk@apprenticeship.gov.uk).

8. If the learner is still not satisfied after this intervention, following the Awarding Body Complaints Procedure they may report the complaint to Qualification Regulator (Ofqual) whose decision will be final. The contact details for this organisation will be provided to learners upon request.
9. All learner complaints are kept on the learner's file.

### **Monitoring and Quality Assurance**

The Training & Quality Manager will provide a quarterly report to the McCrorry Board summarising the number of complaints received with explanations of how the company responded on each occasion.

### **Declaration:**

I confirm that I have read and understood the Complaints Policy & Procedure:

Learner Name: \_\_\_\_\_

Learner Signature: \_\_\_\_\_ Date: \_\_\_\_\_