



## Complaints Procedure

### Help us get it right

At The Academy we are committed to achieving excellence in standards and in the quality of service we provide for all our stakeholders, only you can tell us if we are achieving this. If you are unhappy with the service you have received, or it did not meet your expectations we need to know so that we can put things right.

A complaint is defined as:

*A person or organisation telling us that the service they have experienced, or the product that they have received, is unsatisfactory or unacceptable.*

A complaint arises when there is a gap between what the organisation promises in terms of the product or services and what stakeholders get. It is a mismatch between you expect or want and what the organisation provides.

There could be different types of customer complaints. It could be related to a) improper communication, b) internal processes or c) quality of service. Realizing that a complaint is an opportunity makes it easier to turn conflict into positive change. Customer complaints can tell us how to resolve issues – It is important to listen to them carefully.

### EMPLOYER COMPLAINTS PROCEDURE

If an employer/manager has any queries or complaints about any aspect of the apprenticeship, including quality of training received at The Academy, then the following procedure should be followed:-

1. The employer should report the complaint to a member of Academy staff but ideally they will telephone the Academy Managing Director, Lindsay Burr directly, on 07979748366 to discuss the problem
2. Or write to her at The Academy (Office) 23 Commercial Street, Norton, Malton, North Yorkshire YO17 9HX.



3. The Academy Managing Director will interview all parties concerned and make detailed notes.
4. She will then report back to the employer/manager within 14 days with her decision. We hope to continue to work with the employer/manager to resolve the complaint as quickly as possible.
5. If the employer is not satisfied with The Academy Managing Director's decision and actions or requires further clarification then a complaint can be made to the ESFA <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

### **APPRENTICE + LEARNER COMPLAINTS PROCEDURE (GRIEVANCE)**

This is The Academy's policy to make sure that every apprentice and learner has access to a procedure which can lead to a speedy resolution of complaints in a fair manner.

If you have a complaint or grievance concerning your apprenticeship, quality of training, placement or employment please follow these steps:-

1. Talk to your tutor, or member of staff you feel comfortable talking to who, depending on the complaint, will reply within 14 days with their decision.
2. If step 1 does not resolve the issue or there is an issue **concerning quality of training or assessing** you should put your grievance in **writing to the Lead IQA (Claire Welburn)** at The Academy, 23 Commercial Street, Norton, Malton, North Yorkshire YO17 9HX.
3. If the complaint is **concerning apprenticeships, employment or placements** you should put your complaint in **writing to Lindsay Burr** at The Academy, 23 Commercial Street, Norton, Malton, North Yorkshire YO17 9HX or contacting 07979748366.
4. Letters and text messages will be replied to as soon as possible and within 5 working days and it is hoped matters would be satisfactorily resolved.

If this matter above relating to training or assessing is not resolved then you may elect to appeal to The Academy Managing Director, Lindsay Burr at 23 Commercial Street, Norton, Malton, North Yorkshire YO17 9HX. The matter will be replied to within a further 5 days and this decision will be final.

If the matter above is relating to or connected with apprenticeships and has not been resolved by Step 3 above or requires further clarification, then a complaint can be made to the ESFA



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

## **CLIENT COMPLAINTS PROCEDURE**

This is The Academy's policy to ensure that every client has access to a procedure which can lead to a speedy resolution of complaints in a fair manner.

If you have a complaint concerning The Academy please follow these steps:-

1. Talk to The Academy tutor or receptionist who will look into the matter and give you a reply in 2 days.
2. If this matter is not resolved as mentioned above then you may elect to appeal to the Academy Managing Director.
3. The matter will be replied to within a further 5 days and this decision will be final.

## **STAFF COMPLAINTS PROCEDURE (GRIEVANCE)**

We believe that all employees should be treated fairly and with respect. If you are unhappy about treatment that you have received or about any aspect of your work, please follow these steps:

1. Discuss this with your Manager in the first instance, who will attempt to resolve the situation on an informal basis.

If you feel unable to approach your Manager you should approach another senior manager who will discuss the matter with you.

2. Where attempts to resolve the matter amicably and informally do not work, it may be appropriate for you to raise a formal grievance under this procedure.

Grievances raised while you are subject to disciplinary proceedings will usually be heard only when the disciplinary process has been completed. However, depending upon the gravity and relevance to the disciplinary proceedings, we reserve the right to suspend any impending disciplinary investigation or action until the grievance you raise has been properly dealt with informally or formally through this procedure.

### **FORMAL GRIEVANCE PROCEDURE Making the Complaint**

1. Supply a written statement, this will form the basis of your subsequent hearing and any investigations, set out clearly the nature of your grievance and indicate the outcome that you are seeking. If your grievance is unclear, you may be asked to clarify your complaint before any meeting takes place with you.



2. Your complaint should be headed "Formal Grievance" and sent to your Manager. If your complaint relates to the way in which your Manager is treating you, the complaint should be sent to another senior member of our management.
3. We may make further attempts to resolve the matter informally with you, depending on the nature of your complaint. However, if you are not satisfied with the outcome, you may insist on the matter proceeding to a full grievance hearing.
4. Before proceeding to a full grievance hearing, investigations may be carried out, although the confidentiality of the grievance procedure will be respected. If any evidence is gathered, you will be given a copy long enough in advance of the hearing for you to consider such evidence properly.

### Review

This Policy is reviewed annually by our Director, Sophie Burr. It was last reviewed on 13/09/2021 and will next be reviewed in September 2022.

Sophie Burr (Director)

Signed:

A handwritten signature in black ink, appearing to be 'S. Burr', written over a horizontal line.

Date: 13.9.21