

## Introduction

This policy covers learners, apprentices and employers who access Adult Education Budget (AEB); Apprenticeship (levy and non-levy) and Study Programme provision delivered by Advanced Personnel Management (Group) UK Limited (APM) funded through the Education and Skills Funding Agency (ESFA).

## Definition of a Complaint

A complaint is an expression of dis-satisfaction with the provision. It covers issues related (but not limited) to:

- The quality of teaching, learning and assessment
- Inadequacies in facilities, teaching rooms
- The quality of learning materials and other resources
- Staff interactions with learners, employers and members of the public.

The definition excludes issues related to:

- Appeals against assessment decisions
- Safeguarding
- Data Protection.

These are covered through their own, separate policies.

## Roles and Responsibilities

Role	Responsibilities
Executive	<ul style="list-style-type: none"> <li>• Overall accountable for the complaints process and the resolution of issues raised</li> <li>• Support the Head of Quality and Compliance in assuring appropriate and adequate resolution of all complaints</li> </ul>
Head of Quality and Compliance	<ul style="list-style-type: none"> <li>• Management and oversight of the complaints process</li> <li>• Assignment of managers to investigate issues</li> <li>• Liaising with Investigating Managers on progress</li> <li>• Supporting Investigating Managers as appropriate</li> <li>• Prompt reporting (within 24 hours) of the most serious issues to the Executive</li> <li>• Reporting to Executive on the number and nature of complaints</li> <li>• Lead the Investigation of the most serious complaints</li> <li>• Review of complaint outcomes to determine the appropriateness of suggested preventative action</li> </ul>
Quality and Accreditation Co-ordinator	<ul style="list-style-type: none"> <li>• Maintenance of the complaints log – recording all issues raised and the outcome</li> <li>• Supporting the Head of Quality and Compliance in assigning issues</li> <li>• Producing performance data and information for use in management reporting</li> </ul>
Investigating Manager	<ul style="list-style-type: none"> <li>• Investigation of complaints assigned and determining their root cause</li> <li>• Initiation of actions to address the initial/immediate issues raised in the complaint</li> <li>• Proposal of long-term actions to prevent re-occurrence</li> <li>• Reporting back to the Head of Quality and Compliance</li> </ul>
All staff	<ul style="list-style-type: none"> <li>• Reporting issues raised through to the Head of Quality and Compliance</li> </ul>

## Who can complain?

Complaints and other feedback are welcomed from:

- Learners and apprentices
- Parents/guardians
- Members of the public who come into contact with our services/staff

## How can a complaint be made?

In Person	Via email	In Writing	Telephone
To any member of APM staff	<a href="mailto:feedback@apm-uk.co.uk">feedback@apm-uk.co.uk</a>	Head of Quality and Compliance, Unit 35 Newtown Shopping Centre, Newtown Shopping Centre, Birmingham B19 2SS	0121 295 7248  0330 414 2525

Complainants should provide as much specific information as possible regarding the complaint. This could include:

- Reason for and/or nature of the complaint
- Programme
- Delivery location
- Staff involved
- Relevant dates and times

## Handling a complaint

### i. Complaints received by members of Staff

If a member of staff receives a complaint they should do everything in their power to address the concerns. They should provide feedback to the complainant as to the outcome and the action being taken. The Head of Quality and Compliance should be advised of the issue and the action taken. These will be reviewed and recorded.

If they are unable to address the issue, they should hand it over to the Head of Quality and Compliance.

### ii. Complaints received through via email, in writing, telephone

The Head of Quality and Compliance will review the complaint and determine who is the most appropriate manager to investigate and address the concerns.

The investigating manager will undertake a review of the issue, determine its root cause and detail actions required to address them. They will feedback to the complainant in writing within 10 working days of the receipt. They will keep the Head of Quality and Compliance updated throughout the investigation. The Head of Quality and Compliance will monitor progress and review the

response to determine its applicability. The information gathered will be reported to Exec as part of Quality Board updates.

### Appeals

1. Complainants who are not satisfied with the response to a complaint can, lodge an appeal to the Head of Quality and Compliance within 5 working days of the response. The Head of Quality and Compliance will review the appeal and determine whether the investigation was completed appropriately and the actions detailed sufficient to address the situation. Working with the Chief Operating Officer/Exec, they may initiate a further investigation and/or corrective action. The Complainant will receive a formal, written response within 10 working days of the appeal being lodged.
2. Complainants have the right to take their complaint to the Education and Skills Funding Agency. They can only access their process, once the APM complaint process has been completed. (Note - the ESFA will not intervene in an issue unless the internal complaints process has been completed). The ESFA process can be initiated by writing to:

The Complaints Team, Education and Skills Funding Agency,  
Cheylesmore House, Quinton Road, Coventry, CV1 2WT

Or emailing:

[Complaints.esfa@education.gov.uk](mailto:Complaints.esfa@education.gov.uk)