



P20 Feedback & Complaints Policy

Contents

Scope	1
Purpose	1
Key Responsibilities	2
Feedback	2
Complaints	2
Complaints Process	3
Informal Complaints Handling.....	3
Formal Complaint Handling.....	3
Outcome.....	3
Appeals.....	4
Monitoring	4
Document History	4

Scope

The guidance set out in this Feedback & Complaints document applies to all learners on a United Apprenticeships programme.

As a values-led organisation, our values of ambition, confidence, creativity, respect, enthusiasm and determination are key to our purpose and underpin all that we do.

The objectives of this policy are to:

- Clearly outline the feedback and complaints processes at United Learning
- Ensure all complaints are handled sensitively, fairly and with respect for privacy.
- Resolve concerns quickly and successfully using the appropriate level of response
- Improve the services of United Learning by acting promptly to action any recommendations provided following the investigation of complaints and feedback.

Purpose

United Learning is committed to providing a supportive and high-quality learning experience to all it serves and welcomes feedback about the services provided. This policy reflects sector best practice and underpins our vision and core values whereby the experience and satisfaction of learners and stakeholders is at the heart of the service offer.

This policy complies with the Department for Education (DfE) requirements for the handling of complaints and arrangement of appeals within Apprenticeships. In circumstances where the United Apprenticeships feedback and complaints procedure has been exhausted, appeals can be made directly to the DfE. You can make a complaint using the DfE's customer help portal. The DfE will reply to let you know what will happen next.

Feedback and complaints may be submitted by apprentices, employers, customers, other stakeholders or members of the public.



Complaints may not be made by representatives or a third party. Learner/apprentice groups are entitled to submit 'collective complaints', and where this is the case, United Learning may ask apprentices to nominate a group representative.

Concerns of a serious nature may include, but not be limited to the following:

- Health and Safety and Safeguarding issues
- Equality and Diversity issues
- Breach of Confidentiality
- Theft or Damage

Key Responsibilities

The United Apprenticeships Compliance & MIS Lead has responsibility for complaints, reporting to the Head of Apprenticeships, who has overall accountability. The Compliance & MIS Lead role is to establish the essential facts of the matter by collating all evidence that supports or contradicts the allegation and completes an investigation report (if appropriate) and a letter of response to be issued to the complainant.

Human Resources is consulted for any staff conduct issues.

A Health & Safety representative may be involved in any complaint where there is a health and safety concern.

The Designated Safeguarding Lead will be consulted if a safeguarding concern is raised. Where the complaint may relate to a DSL then the Head of Group Safeguarding will be consulted.

The Head of Apprenticeships will chair any appeals.

Feedback

United Apprenticeships values feedback, both positive and negative, and sees this as vital to continual service improvement.

Feedback is defined as any comment provided about the service or experience of apprentices, employers, parents/carers/guardians or other stakeholders, which is used as a basis for recognising good practice or suggesting improvements. Feedback can be provided to the Compliance & MIS Lead in writing or through satisfaction surveys. On receipt of feedback, United Apprenticeships will:

- Thank you for taking the time to provide feedback
- Pass on feedback to staff members and their manager to ensure good work is recognised
- Share best practice to continue to improve services across the organisation
- Consider any suggestions about how improvements can be made and where appropriate, act to implement these.

Complaints

A complaint is defined as a statement that services are unsatisfactory or that action, or lack of action, taken by United Apprenticeships is unacceptable.

On receipt of a complaint, United Apprenticeships will:

- Endeavour to listen carefully to all concerns raised within a reasonable amount of time
- Respect confidentiality



- Operate fairly and sensitively
- Maintain accurate and detailed records and keep all parties updated as to the progress of the matter being dealt with
- Act where appropriate
- Ensure no staff member is discriminated against due to making a complaint.

Complaints must be submitted in writing to the Compliance & MIS Lead.

Any personal information recorded in regard to the complaint will be kept in accordance with the principles of the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

Complaints Process

The process has three stages:

1. Informal
2. Formal – Stage 1
3. Formal- Stage 2

Informal Complaints Handling

In the first instance, United Apprenticeships will endeavour to resolve complaints informally with the objective of achieving an early and satisfactory resolution through an informal meeting. The purpose of the meeting is to enable the apprentice to talk through and clarify any issues they have, with a record to be kept of such meetings.

The meeting should be requested within 10 working days of the event occurring.

Formal Complaint Handling

If the previous informal stage fails to resolve the matter to the satisfaction of the person who raised the complaint, then the Compliance & MIS Lead will conduct a meeting with the person who raised the complaint to explore the basis of the complaint.

The Compliance & MIS Lead will:

- Formally acknowledge receipt of the complaint.
- Set a date for the complaint to be considered.
- Notifies the external verifier that a complaint has been lodged where applicable.

We would request that you substantiate any complaints or allegations with as much written factual evidence as you can. It might be that we contact you for further information if required in order to investigate any complaint raised. Please ensure you enclose contact details. This will assist in reaching a conclusion to the complaint within 20 working days. By proceeding anonymously, United Apprenticeships will be unable to contact you in relation to a complaint.

Complaint records will be retained by United Apprenticeships for at least 6 years.

Outcome

The outcome of the complaint shall also be recorded, together with reasons for that decision.



Appeals

If the complainant is not satisfied with the outcome of their complaint, then they have the right to make an appeal (within 10 working days of receipt of the complaint outcome response) in the following circumstances:

- There is evidence that the Feedback & Complaints Policy was not followed
- There is evidence that the facts stated were not investigated
- The findings are inconsistent with the outcome

When making an appeal, the complainant should email their intention to appeal to the Head of Apprenticeships. They will acknowledge the appeal within 5 working days and ask that the complainant provide the reasons they are unhappy with the outcome provided, the grounds for their appeal and what they feel the preferred outcome should be.

The appeal will either be upheld or dismissed. An appeal outcome response will be issued to the complainant within 10 working days, outlining the findings of the appeal and the reasons for the decision. The appeal response is final.

If you're unhappy with the outcome, you can complain to the Department for Education (DfE) about how your complaint was handled. DfE does not deal with complaints about employment issues (for example, a problem with your contract if you're working as an apprentice). You can make a complaint using [DfE's customer help portal](#). DfE will reply to let you know what will happen next.

Monitoring

All feedback and complaints received by United Apprenticeships are centrally logged, monitored and reviewed.

This policy is reviewed every three years as a minimum.

Document History

Version Number	Review Date	Author	Approved By	Approved Date
1.1	23/04/2025	Wayne Goss	Claire Jeens Compliance Committee	30/04/2025 May 2025
1.0	Aug 2023	Ella Howard	Steve Bull	Aug 2023

