

# Complaints Procedure (Careers)

**Apprentices & Employers**

**Version 1.0**



## Definitions and Overview

In this Complaints Procedure references to “We” or “Our” are to Education Development Trust and references to “You” are to an individual bringing or appealing a complaint under this Complaints Procedure.

Education Development Trust is committed to delivering a high standard of service to our apprentices and employers and treating all in line with our Equality & Diversity Policy. However, we recognise that there may be times where you are dissatisfied with the service and wish to make a complaint. This procedure aims to ensure that any complaints are dealt with quickly, fairly, and impartially. We will seek to learn from complaints which are upheld and make the relevant changes where necessary.

## Making a Complaint

### Stage 1: Informal Procedure

- 1.1 Initially any problems or dissatisfaction should be raised with the appropriate member of staff, such as your manager or assessor, who will aim to resolve any issues informally.
- 1.2 If the ensuing investigation and discussion does not resolve the complaint to your satisfaction, it will be necessary to escalate the complaint using the formal procedure.

### Stage 2: Formal Procedure

- 2.1 You may make a complaint in person, by phone, or in writing to:

Christine Liddell  
Training and CPD Manager  
Suite A4 Kingfisher House  
Team Valley Trading Estate  
Gateshead  
NE11 0JQ

[christineliddell@educationdevelopmenttrust.com](mailto:christineliddell@educationdevelopmenttrust.com) / 0191 334 9957

- 2.2 The complaint should outline the issues you have encountered, and the outcome you would like.
- 2.3 We will acknowledge receipt of the complaint within 3 working days.
- 2.4 The Training & CPD Manager will work with the relevant manager or member of staff to conduct a thorough investigation into the complaint.

2.5 All complaints will be treated in confidence. The complaint handler will only pass details of the complaint to those parties involved in the investigation. Confidentiality cannot be guaranteed – where a vulnerable person is considered to be at risk, our safeguarding procedures may apply. In such circumstances, we may share information with other external agencies. Service users who make their complaint public may forfeit their right to anonymity and confidentiality.

2.6 We will fully investigate and respond to each complaint within 7 working days of acknowledging receipt of the complaint. If the complaint cannot be resolved within this timescale, you will be contacted and the reason for the delay will be explained and revised timescales provided.

### Stage 3: Appeal

3.1 In the event that you remain dissatisfied following notification of the complaint outcome, you have the right to appeal against the decision. You should make the appeal within 10 working days of receiving the outcome notification.

3.2 Appeals should be made in writing to:

Gemma Bramley  
Business Improvement Manager  
Suite A4 Kingfisher House  
Team Valley Trading Estate  
Gateshead  
NE11 0JQ

[gbramley@educationdevelopmenttrust.com](mailto:gbramley@educationdevelopmenttrust.com)

3.3 We will acknowledge receipt of the appeal within 3 working days.

3.4 Appeals will be investigated and responded to within 10 working days of notification of receipt of the appeal request. If the appeal cannot be resolved within this timescale, you will be contacted and the reason for the delay will be explained and revised timescales provided.

3.5 The outcome of the appeal under Stage 3 is final, and exhausts our complaint procedure. If you are not satisfied with the outcome of the appeal, you may complain in writing to the Education and Skills Funding Agency, who have their own complaints procedure. They will review the processes that we have gone through in dealing with your complaint. Complaints should be made in writing to:

Customer Service Team  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

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

3.6 For further information regarding ESFA's Complaints Procedure, please visit:

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

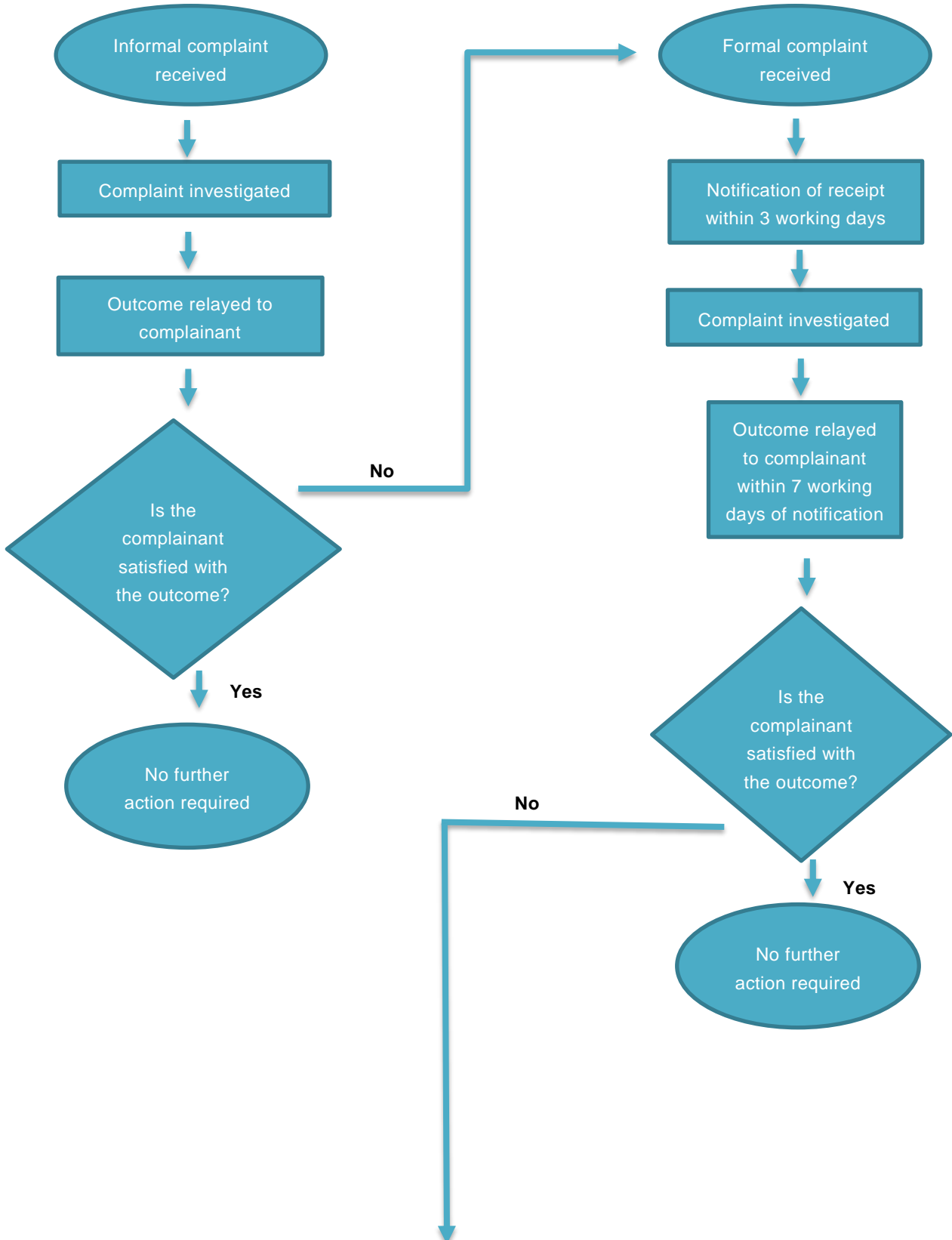
### **Monitoring and Record Keeping**

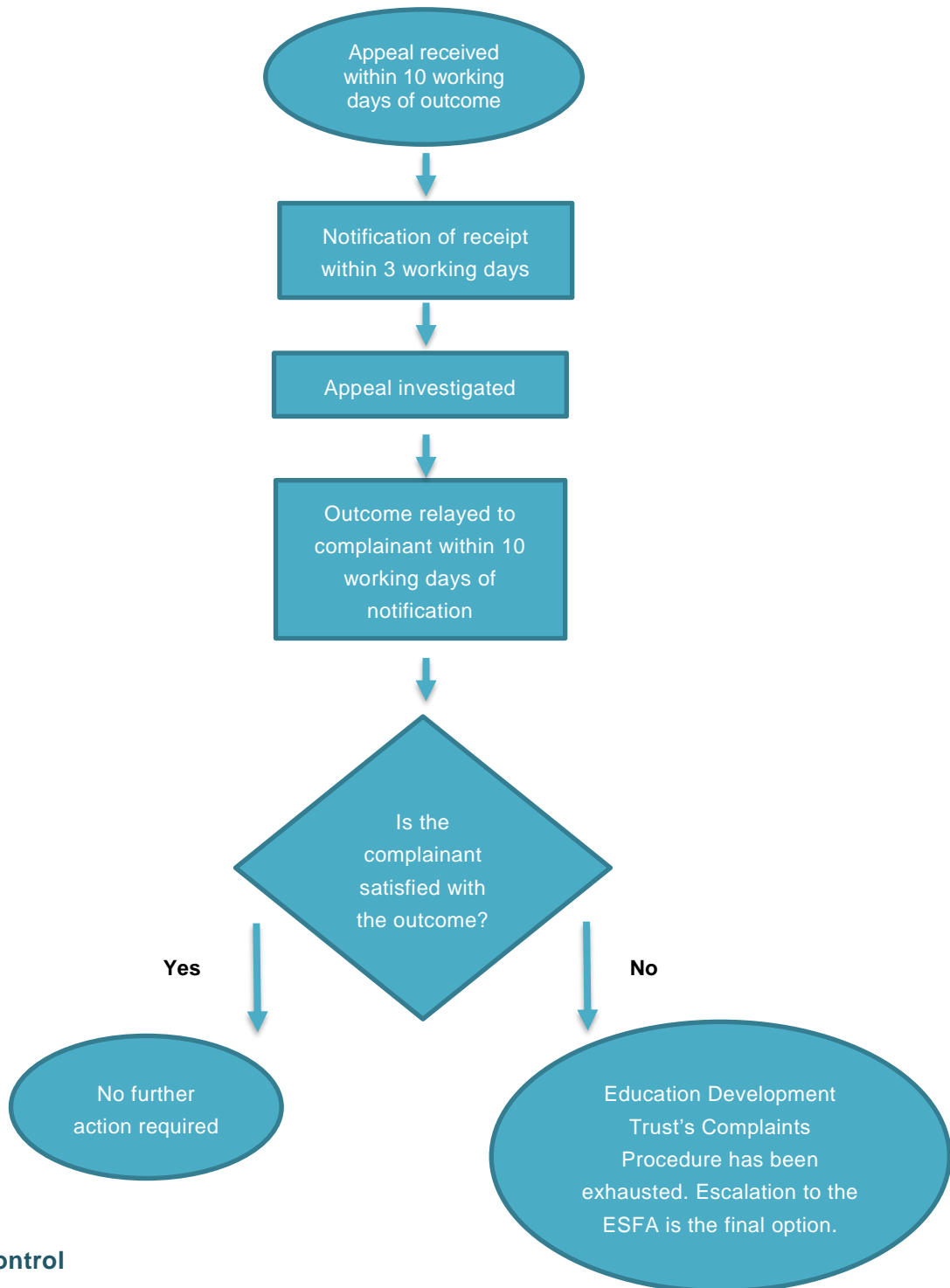
4.1 It is the responsibility of the Business Improvement Manager to ensure that this procedure and principles are adhered to and that full and accurate records are kept in line with the General Data Protection Regulations and provisions.

4.2 Complaint records are held centrally and securely, including all correspondence and investigation notes.

4.3 A full report on complaints will be reviewed by the management team on a regular basis to ensure compliance with this procedure, identify themes or areas for improvement, and to set actions for improvement.

Process





**Version Control**

Version	1.0
Date	July 2019
Next Review Date	July 2020
Owner	Careers