

Policy Name	Complaints Policy	
Policy Reference	NWCS-OP04	
Policy Owner	Paul Sheron	
Latest Review Date	31/01/2023	
Next Review Date	31/01/2024	
Version	Approved by	Summary of changes
1	PS	

<p>Aim and Purpose of the policy</p>	<p>To ensure that 100% of stakeholders are fully aware and understand that the process to follow should they wish to raise a complaint against NWCS Training Ltd</p>
<p>Who is this policy for?</p>	<p>This policy relates to all aspects of NWCS activity</p>
<p>Key contacts and resources</p>	<p><u>Resources</u> -Keeping Children Safe in Education (DfE September 2022) -Equality & Diversity Policies</p> <p><u>Key Contacts</u> Head of Centre- Paul Sheron Operational Manager- Karen Luxon</p>
<p>Relate Policies and Procedures</p>	

Aim and Vision

North West Community Services Training Ltd (NWCS Training Ltd) recognises the value of a complaints procedure, both to ensure quality in its provision, and to ensure that complaints are dealt with in a speedy and non-discriminatory manner. This policy is to be used for all complaints relevant to the delivery of **Apprenticeship provision**.

Rationale

The Board of Directors and Leadership Team of NWCS Training Ltd recognise the statutory requirement to have in place and implement when necessary a policy and procedure to deal with complaints relating to the training provider. This document sets out the provider's procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. We are aware that under the Education Act 2002 parents have the right to complain directly to the Local Authority/ESFA/DfE about any matter relating to the providers curriculum and any issue relating to the general education that we provide. We believe that we can keep complaints to a minimum by forging strong positive relations with everyone connected with the provider and by having in place very good lines of communication. Complaints from staff fall outside of this policy and will be dealt with in accordance with the providers Grievance Procedure.

Intent

All complaints will be treated seriously, and thoroughly investigated in line with the detail within this policy. Learners are taken through the complaints procedure at the induction stage. All learners upon request can be issued with a copy of this policy and procedure as part of the induction process, and a copy will be given to employers/placement providers as part of their contract.

Implementation

In normal circumstances this procedure will be completed within 12 weeks of the initial complaint.

- Any person wishing to raise a complaint should do so (when available) with a member of NWCS staff present. If a staff member is not available complaints will still be investigated as long as documented as per point 2.
- The form **Appendix A** must be completed, signed by both the person making the complaint and the staff member to whom the complaint is made. Appendix A is then to be forwarded to an appropriate member of the Senior Management Team who will respond to the complainant, in writing, within 10 working days.
- If the complaint is not resolved, then the complainant may appeal to the Director of Learning using **Appendix B** whose decision will be final.

This procedure does not affect the complainant's statutory rights, nor their right to complain to external bodies such as the Education Skills Funding Agency (ESFA)/Department for Education (DfE) or Ofsted. The ESFA/DfE will only investigate complaints against providers of Education and Training if the provider's own complaints procedure has been exhausted.

Types of complaints that ESFA/DfE **can** consider are:

- The quality or management of learning provision undue delay or non-compliance with published procedures
- Poor administration by the provider
- Equality and diversity issues (except where there is a more appropriate mechanism for dealing with the matter through the courts, tribunals or other organisations)
- Health and safety concerns (unless these are matters for the Health and Safety Executive).

Types of complaint ESFA/DfE **cannot** consider are:

- Examination results or curriculum content where a more appropriate form of redress would be the examining body or the Office of Qualifications and Examinations Regulation (Ofqual)

Ofqual

Earlsdon Park
53-55 Butts Road
Coventry
CV1 3BH

*Email: complaints@ofqual.gov.uk
Telephone 0300 303 3344*

Prior to contacting Ofqual you will need the following information:

You will need to provide us with some specific information to help us review your complaint:

- what you are complaining about*
- which organisation you are complaining about*
- when and where the events complained about happened*
- what you would like done to put things right*

- Individual employment issues (not in the wider public interest) which are a matter for the employer and the employee, where employment law provides appropriate remedies
- Contractual disputes such as those arising from a contractual agreement between the complainant and the provider
- Matters that are the subject of legal action, or where legal proceedings are the most appropriate way of resolving the dispute.

Contact details for ESFA, in the first instance:

Customer Service Team,
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT
Email: complaints.esfa@education.gov.uk

Further information can be obtained from website:

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

Contact details for Ofsted, in the first instance contact the Customer Service Team on enquiries@ofsted.gov.uk

Impact

It is a requirement that 100% of staff adhere to this policy in full throughout their time in employment.

Definitions

'**NWCS Training Ltd staff**' refers to any individual that is employed by NWCS Training Ltd.

Key Facts

Professionals providing this service should be aware of the following:

- Members of staff should ensure that they comply with the Complaints Policy
- The Complaints Policy is non-contractual and may be amended at any time.
- Any failure to comply with this policy can result in disciplinary action against the member of staff.

Policy Review and Implementation

This policy will be updated as necessary to reflect current best practice, official guidance, and in line with current legislation.

This policy is specific to that of NWCS Training Ltd and has been ratified by Head of Centre Paul Sheron

A handwritten signature in black ink, appearing to be 'Paul Sheron', written in a cursive style.

31/01/2023

NORTH WEST COMMUNITY SERVICES TRAINING

COMPLAINT FORM – Appendix A

Name of complainant:

Name of staff member initially supporting the complainant:

Date of complaint:

Please record below the nature of the complaint:

Signature of Complainant:

Signature staff member (witness)

Signature of staff member to which complaint made:

Date:

Details of action(s) taken by NWCS staff:

Has the complaint been resolved?

If No, has the complaint been forwarded to an SMT member?

If NO detail reason why

Outcome of complaint

Action taken	By whom	How information fed back to complainant	Resolved Yes/No

Signature SMT member:

If No forward onto SMT representative:

NORTH WEST COMMUNITY SERVICES TRAINING

COMPLAINT FORM – Appendix B

Complaint submitted to:

Details of action(s) taken by SMT:

Details of action(s) taken by NWCS staff:

Has the complaint been resolved?

Yes/No

Signature of Complainant:

Signature SMT:

Signature of staff member to which complaint made: N/A

Date:

Action taken	By whom	How information fed back to complainant	Resolved Yes/No

