

Forum For Sustainable New Venture(FFSNV) t/a Forum Apprenticeships.

Apprenticeships Apprentices & Employers Complaints Policy

What a complaint is

The term "complaint" means a communication to Forum For Sustainable New Venture in which a person expresses dissatisfaction with a particular situation.

A complaint may relate to, for example:

- A failure to provide a service
- Inadequate quality or standard of service
- Wrong information about our programmes
- The quality and availability of facilities and learning resources
- Accessibility of assessment
- The behaviour of a member of staff.

Our Promise:

We are committed to offering a quality and customer orientated service, and feedback from employers and learners on any issue will be most welcome. We will contact the complainant within 3 working days of receiving the complaint by either phone/email or letter to acknowledge the complaint.

Forum for Sustainable New Venture (FFSNV) t/a forum Apprenticeships encourages all complaints to be dealt with informally, and if this is not possible it will be progressed to a formal process.

One of the cornerstones of our organization is the maintenance of great quality training. We do not just sell training, we help our learners develop their career. As a result, we respond to our learners' issues and dissatisfaction promptly and with due care

Therefore, it is important to us to ensure that:

Making a complaint is straightforward and painless.

All complaints are recorded as such and are treated seriously - whether it is made in person, by telephone, by letter, text, social media, or by email
Complaints are dealt with promptly, politely and, where appropriate, informally

We will always give our customers the option for determining how they will like their response, e.g by telephone, letter, email etc. Complaints are learnt from and used to improve services.

How to raise a complaint & how long it takes for a complaint to be resolved Apprentices

If you are an apprentice and you have a complaint about any part of your learning programme, with any of our staff or FFSNV as a whole (including claims of discrimination or harassment whether
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at FFSNV t/a Forum Apprenticeship or on work placements), you should first of all discuss your complaint with your Coach who will try and resolve it for you within five working days of your discussion. If this needs to be extended this will be agreed with all parties involved.

If the complaint is about a member of the Coach team, then you should contact the Director of Teaching, Learning & Assessment (peter.l@forumapprenticeships.com)

Your complaint will be kept confidential if you wish, provided it is practicable to do so. A record of your complaint and the date on which it was made will be kept within our platform (it will be classed as closed).

If your complaint cannot be resolved informally with your Coach you should then put it in writing to the Director of Teaching, Learning & assessment peter.l@forumapprenticeships.com (above)

The OAM will:

- Record your complaint.
- Acknowledge your complaint within five working days of receipt.
- Investigate the issues you raise – this may involve discussion with you.
- Write a response to you within five working days of acknowledgement of your complaint.

This will include a full explanation of any rejection of any part (or all) of your complaint

Where issues take longer than five working days to investigate you will be kept informed on the progress of the investigation, and a new deadline for the response will be given. The response will state whether the complaint has been upheld, rejected, or partially upheld.

Parent/Employer of an Apprentice

If you are a parent or employer of an apprentice and you have a complaint, you should first of all email The Operations & Quality Manager- Florence.o@forumapprenticeships.com who will allocate to the appropriate member of staff or make an appointment discuss the issues of concern informally.

FFSNV T/A Forum Apprenticeships will attempt to resolve the issues within five working days of your discussion. Your complaint will be kept confidential if you wish, provided it is practicable to do so. A record of your complaint and the date on which it was made will be recorded.

If your complaint cannot be resolved informally or you are not satisfied with the outcome, you should put it in writing and email to:

Quality Compliance officer

Mayowa.a@forumapprenticeships.com

They will:

- Acknowledge your complaint within one working day of receipt.
- Investigate the issues you raise – this may involve a discussion with you.
- Write a response to you within five working days of acknowledgement of your complaint.

This will include a full explanation of any rejection of any part (or all) of your complaint.

Where issues take longer than five working days to investigate you will be kept informed on the progress of the investigation and an agreed time scale communicated to all parties involved.

After all procedures have been followed, you may complain to the appropriate agency, Education and Skills Funding Agency or relevant End-Point Assessment Organisation.

In all responses to formal complaints, the complainant should be informed of their right of appeal, and how to do so and within what timescale, if they so wish.

How Complaints are Managed at FFSNV T/A Forum Apprenticeships

Apprenticeships Information for Complainants Informal complaints:

We encourage all complaints to be dealt with informally. If you are an apprentice please discuss your complaint with your COACH or Quality Compliance officer

Mayowa.a@forumapprenticeships.com

If you are not satisfied with the response or if the complaint concerns the staff mentioned above, then you can complain formally, in writing. Please address your complaint in the first place to the Quality Compliance Officer

Formal complaints:

If it is a formal complaint, it is escalated to the relevant member of staff and the case record type is updated to reflect that it's a formal complaint. This will then be escalated to the relevant member of staff within 24 hours.

If you are not satisfied with the outcome following the complaint process then you may further escalate your complaint to the ESFA through the Apprenticeship Helpline telephone 0800 015 0400 or Email nationalhelpdesk@apprenticeships.gov.uk

End Point Assessment - Grading Appeals

As an apprentice you may also consider appealing an End Point Assessment (EPA) grading decision:

*The details of how to do this is covered in our separate **Appeals Process**.*

The apprenticeship is graded by an Independent Assessor working for the relevant End-point Assessment Organisation (EPAO). They are subject matter experts and make a judgement based on the work / projects you submit and the professional discussions held with you. Should you wish to appeal or challenge the grading please ask your COACH for the information on how to do this.

After the internal processes have been exhausted, complainants have the opportunity to raise their complaint with the Education & Skills Funding Agency (ESFA) if they are not satisfied with our response. You must contact the ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team.

ESFA complaints team

complaints.ESFA@education.gov.uk

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton
Road
Coventry
CV1 2WT

The ESFA will reply to let you know what will happen next.

If you're unhappy with the ESFA response

You can contact the Department for Education if you're unhappy with how the ESFA has dealt with your complaint.

DfE helpline

Telephone: 0370 000 2288

Monday to Friday, 9:30am to 5pm

Find out about call charges

You can also contact DfE online. You'll usually get a reply within 15 working days although it could take longer.

Monitoring and Review

The Complaints Policy is to be reviewed by our Operations & Quality Manager- Florence@forumapprenticeships.com at least annually and in accordance with best practice and legislative updates. It was last reviewed in November 2022 will next be reviewed in March 2023.

Title: Complaints Policy		Version1.1	Date
Authorised by:	Name	Signatures	Dates/comments
Director Operations & Quality	Florence Omotola		Next review November 2023
Director of Teaching, Learning & Assessment	Peter Langely		Annual Audit November 2023
Director of Finance	Dr Busayo Ajayi		Next review November 2023
Last reviewed	March 2022		
Amendments	Replacing officials after restructuring		