

Compliments and Complaints Policy

Lead Responsibility	Operations and Compliance Director	Approved by	Director
Version	1	Reviewed	May 2023
Policy applicable to	All Stakeholders	Date of next review	May 2024

Contents

Policy Statement	3
Purpose	3
Scope	4
Objectives	4
How To Send Compliments	4
Compliments Process	5
What is a complaint	5
The investigating officer	6
How to raise a complaint	6
Complaints resolution	6
Closure of Complaints	7
RAG rating Complaints.....	8
End Point Assessment - Grading Appeals.....	8
If you're unhappy with the ESFA response.....	8
Monitoring and Review	10
Complaints Process.....	10
Review of Policy	11

Policy Statement

Forum For Sustainable New Venture (FFSNV) trading as Forum Apprenticeships is 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 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.

Purpose

The Compliments and Complaints Process is to encourage an open and transparent approach to the management of both complimentary and critical feedback. This is applied to the full range of services provided by Forum Apprenticeships.

Forum Apprenticeships strives to provide the best quality of learning and services that meet or exceed expectations of learners and users. Forum Apprenticeships promotes a culture that is responsive to feedback, whether complimentary or critical. Comments about our services are actively encouraged and acknowledged as a valuable source of information that we can evaluate and use to improve the quality of our provision to learners and other users.

Occasionally services fail, and this can lead to customer dissatisfaction, we seek to address and resolve all complaints within a specified period, in a manner that is supported by clear and accessible procedures that ensure thorough investigation and fairness. Likewise, we seek to identify what has worked well, to enable spreading of good practice and reward staff. This is recorded within this policy as a compliment.

In addressing issues that may give rise to complaints, complainants are strongly encouraged to resolve the matter informally with appropriate members of staff. It is the

Complaints Policy

Email: enquiries@forumapprenticeships.com

Phone: +44) 02045523501

Website: <https://forumapprenticeships.com/>

Forum Apprenticeships experience that good communication between concerned members of staff can frequently stop minor issues from developing into major ones and can avoid the need for the time and difficulties associated with formal investigations.

It is the responsibility of all staff to take action to deal quickly with issues or concerns as they arise, to communicate with others as needed, and discuss matters with their line managers before recommending that individuals follow the formal compliments and complaints procedure.

Forum Apprenticeships recognises that there may be aspects of its operations that exceed or fall short of its requirements. Its aim is to identify areas of success, to share that good practice and reward appropriately. Alternatively, dissatisfaction should be managed as quickly as possible to improve the quality of service provided.

Scope

All learners who study under Forum Apprenticeships will fall under the scope of the policy.

This policy covers areas of Forum Apprenticeships activities where an individual has a complaint arising from their learning experience.

The Policy should not be used where an issue is covered by any other Forum Apprenticeships policy. In such cases learners will be advised and directed to the appropriate policy e.g., Behaviour Policy, Bullying and Cyber-Bullying Policy, Appeals Policy, and Safeguarding and Prevent Policy etc.

Objectives

The objectives underpinning this policy are as follows:

- To Recognise and collect complimentary feedback in a formal and structured way
- Encourage complainants to resolve their dissatisfaction through open and informal procedures in the first instance
- Provide clear procedures for users of the Service to raise their comments in a way that is free from intimidation and excessive bureaucracy
- Ensure that staff are provided with the necessary guidance and skills to handle compliments and complaints effectively and appropriately, in accordance with the procedures
- Ensure that the complainant is advised of the outcome of their complaint within the specified timeframes
- Offer guidance and support to complainants with making their complaints and any subsequent appeals

How To Send Compliments

Please send your compliments through to feedback@forumapprenticeships.com. Here your feedback will be recorded and shared with the staff member or service team you want to thank. This will be shared with the Curriculum and Quality Manager as part of

Complaints Policy

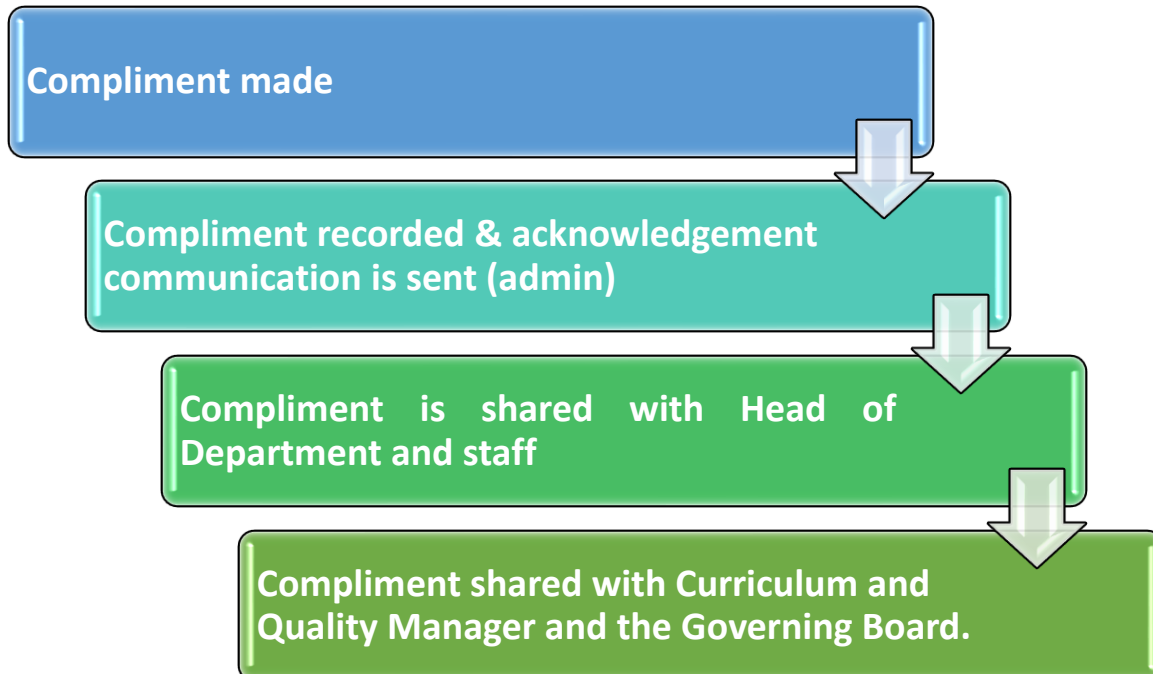
Email: enquiries@forumapprenticeships.com

Phone: +44) 02045523501

Website: <https://forumapprenticeships.com/>

routine reporting. This informs our quality assurance framework and is reported routinely to the Governing Board. Forum Apprenticeships will respond to all compliments.

Compliments Process



What is a complaint

The term “complaint” means a communication to Forum Apprenticeships 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.

The investigating officer

- 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 fifteen 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 fifteen 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.

Your complaint will be shared with the Curriculum and Quality Manager as part of routine reporting. This informs our quality assurance framework and will be reported routinely to the Governing Board.

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).

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 to raise a complaint

To make a complaint you can go onto the website – www.forumapprenticeships.com. Alternatively, please send your complaint in writing to feedback@forumapprenticeships.com.

Complaints resolution

1. If you are an apprentice and you have a complaint about any part of your learning programme, with any of our staff or Forum Apprenticeships as a whole (including claims of discrimination or harassment whether at Forum Apprenticeship or at work), you should:
 - a. **Informally discuss your complaint.** Discuss your complaint with your Coach or the Curriculum and Quality Manager 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.

- b. **Formally make a complaint.** If you are not satisfied with the response or if the complaint concerns a member of the Coach team, then you should complaint formally, in writing to the Curriculum and Quality Manager at feedback@forumapprenticeships.com.
- i. 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.
 - ii. The relevant member of staff will respond **within 5 working days**.
 - iii. If you are a parent or employer, you will follow this formal complaint route and escalate accordingly.
- c. **Escalate complaint to ESFA.** 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**.
- d. **Escalate to Department of Education.** If your complaint cannot be resolved, you may make a complaint to the Department of Education who will respond to your complaint within 15 days or more.

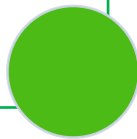
Closure of Complaints

Forum Apprenticeship will deem a complaint closed if a request for appeal (see Appeals Policy) is not received **within 10 working days** of the date of the letter the outcome of the original complaint. The closure will not be reversed. Closure does not affect your statutory rights to submit a petition to external agencies, other regulatory bodies, or a court of law.

RAG rating Complaints

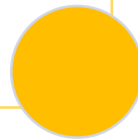
- Complaints dealt with informally (quick investigation through Learner Development)

GREEN



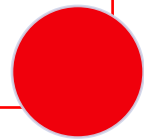
- Complaints that need a minor investigation through Quality and Compliance Manager with some support if required

AMBER



- Complaints that need to be fully investigated through a lead Investigating Officer

RED



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 at 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

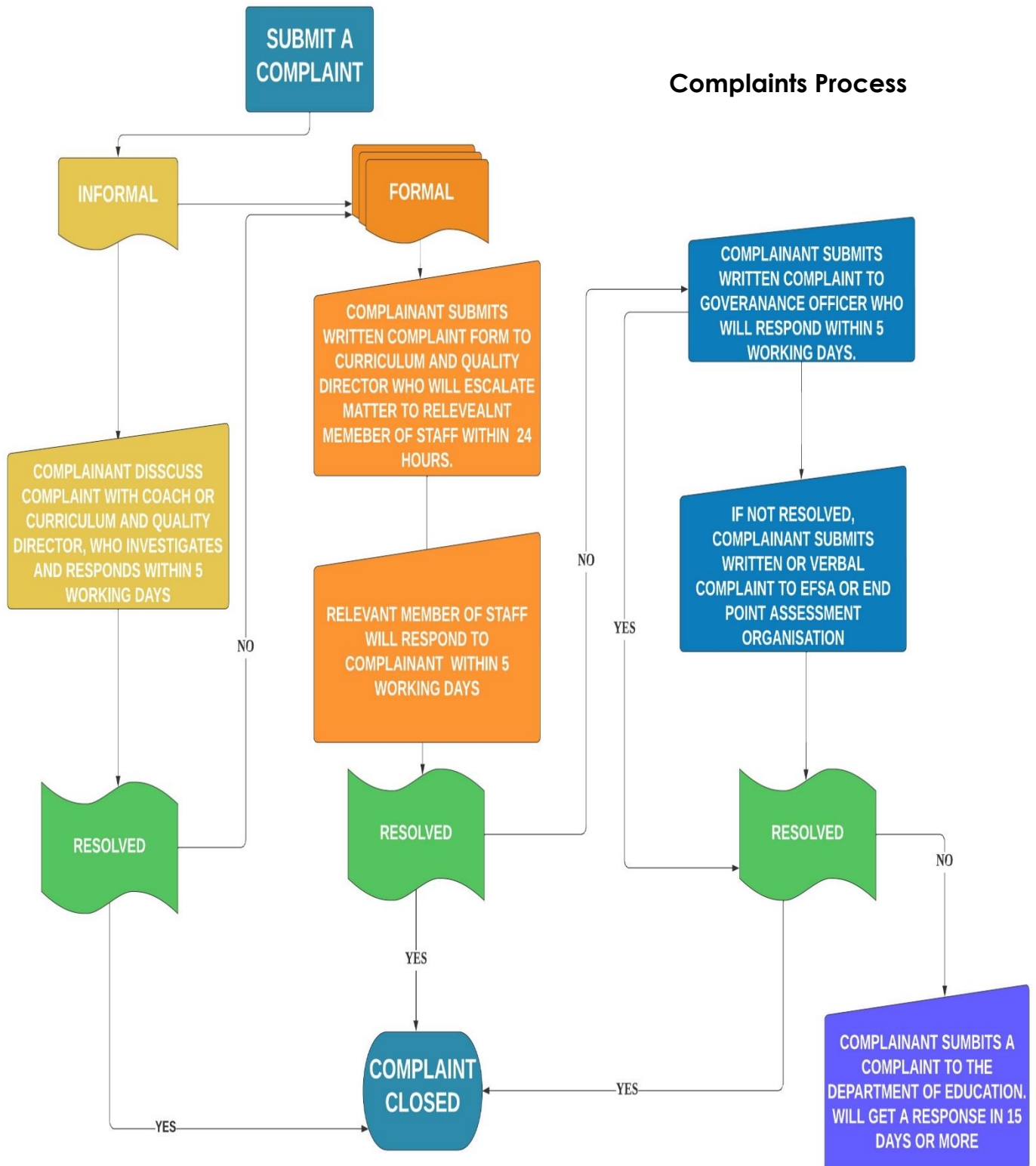
Complaints Policy
Email: enquiries@forumapprenticeships.com
Phone: **+44) 02045523501**
Website: <https://forumapprenticeships.com/>

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

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

Complaints Process



Monitoring and Review

The policy will be monitored through monthly monitoring reports, the self-assessment process and reviewed every year. If any major changes are made before the next review date, this policy will be updated accordingly.

Review of Policy

This policy was last reviewed in May 2023. The next review date is May 2024, and this will be completed, approved and signed off by the Operations and Compliance Director.

Policy Approval

Director's Name: Chris Joseph

Chris Joseph

Director's Signature

Date: 31/05/23