

Apprenticeship Complaints Policy and Procedure

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Last updated January 2023

Complaints Policy

Introduction

At Made Tech Learning we recognise the importance of continuous improvement and welcome all feedback about our performance, whether positive or negative. Should an individual or organisation be dissatisfied with any aspect of our activities, they may choose to make a complaint. We are committed to investigating all complaints raised, fairly, and impartially, and where deemed necessary we will take action to rectify the identified issue(s).

Made Tech Learning aims will handle all complaints in a manner which:

- Encourages informal resolution wherever appropriate and possible
- Is prompt and fair
- Is accessible for all apprentices and employers
- Treats complaints seriously, with appropriate sympathy and confidentiality
- Facilitates early resolution
- Supports Made Tech Learning to improve our apprenticeship provision
- Demonstrates continual improvement, in line with the requirements of Made Tech's ISO 9001 certified Quality Management System certification.

Policy Scope

This Policy:

- Applies to Made Tech Learning personnel, apprentices and clients
- Does not apply to contractors, consultants, or self-employed individuals

Does not form part of a Made Tech employee's Terms and Conditions of Employment. We reserve the right to amend or withdraw this policy at any time

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Policy related Procedure

Made Tech Learning is committed to handling complaints fairly, efficiently and effectively. The objective is to ensure that this Complaints Procedure is properly and effectively implemented, and that complainants feel confident that they are listened to, and points which they raise are acted upon promptly and equitably.

Complaints process

Should you wish to make a complaint please do so via email, clearly mark any emails with the subject line 'Complaint' and send them to the L&D Project Lead. Please try to include as much information as possible, including any date(s) the issue occurred and if the complaint relates to a particular individual, team or process.

Made Tech Learning will aim to issue an acknowledgment of the complaint within three working days. If it is a straightforward issue, which can be resolved without the need for a formal investigation, Made Tech Learning will aim to resolve it as quickly as possible, ordinarily within a matter of days.

If the complaint needs to be investigated, your complaint will be raised formally to the Head of Learning and Development who will confirm a summary to the complainant within ten working days of it being received. The complainant then has five working days to respond to this summary, either accepting or rejecting it.

Once the summary has been agreed, investigations will be completed within 25 working days, and a final response provided back to the complainant.

Responsibilities of Made Tech Learning:

- Acknowledge the formal complaint in writing
- Respond to the complainant within the stated period of time

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- Deal responsibly, sensitively and where possible confidentially with the complaint
- Take action where appropriate and agreed

Responsibility of the Complainant:

- Raise their complaint in a timely manner
- Explain the circumstances as clearly and as fully as possible, including any actions which have been taken to date
- Allow Made Tech reasonable time to investigate the matter and respond
- Recognise that some circumstances may be out of Made Tech Learning's direct control

What is a complaint?

A complaint is any expression of dissatisfaction or concern about the services offered by Made Tech Learning, including its staff, activities, facilities or any services provided by Made Tech Learning or by a person or body acting on behalf of Made Tech Learning during the delivery of apprenticeship activities. A complaint is an expression of dissatisfaction by an individual whether justified or not.

An individual may make a complaint if they feel Made Tech has:

- Failed to provide a service or an acceptable standard of service or made a mistake in the way in which its services were provided
- Failed to act in a proper way
- Provided an unfair service

Complaints of the following nature will be investigated:

- Unsatisfactory, incompetent, or unfair treatment
- Not meeting a given deadline for making a decision, without having provided a valid reason for the delay

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- Non-compliance with published or agreed policies or procedures

Complaints which will not be investigated under this Policy include:

- Complaints from institute staff
- Contractual disputes
- Complaints that are in the process of being (or have already been) considered by a court or similar statutory or regulatory body
- Complaints which are received by Made Tech Learning more than three months after the date of occurrence reported by the complainant.
- Complaints considered to be malicious, nefarious or vexatious.

Confidentiality

All conversations and meetings that take place as well as any documents that are created and/or shared during this Policy and Procedure will be considered to be confidential information. If any individual is found to have breached this confidentiality requirement, further action may be taken in line with Made Tech's formal disciplinary and conduct policies.

All Made Tech Learning personnel have been trained on data protection matters, and comply with Made Tech's Data Protection Policy, as well as the requirements of the UK Data Protection Act of 2018.

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Document Control

In accordance with Made Tech’s Document Control Policy, this policy needs to be reviewed on an annual basis, or more frequently if required to record a change in business activities. It should also be updated if it is necessary to address an audit non-conformance, a security incident, data breach or customer complaint. All updates shall be recorded in the following table.

Date of Change	17.01.2023
Version Number	1.0
Details of Change	New document, first release
Reviewed By	Alli Benfield, Senior People Project Manager
Approved By	Cheryl Preet, L&D Project Lead
Date of Next Review	16.01.2024
Executive Approval	Chris Blackburn, Chief Operating Officer 