



# Apprenticeships

## COMPLAINTS, COMPLIMENTS & APPEALS POLICY

### Provider-Apprenticeships

Apprenticeship Complaints and Compliments Policy

Policy Owner: Harun Juwale – Assistant Head of Learning and Education Development

Checked and Approved by: Apprenticeship Operations Group

Consultation: Apprentice Department staff

Supporting documents: Trust Complaints Policy

Director sign off:



## Complaints and Compliments Policy

### Purpose

As an apprenticeship provider we are committed to providing a Learner focused, consistent, credible and continuously improving portfolio of services and as such are committed to listening to and responding to our learners, employers and apprenticeship team. This policy is aimed at all learners, their employer, and the apprenticeship department. For all complaints or compliments not related to the apprenticeship programme the Trust policies should be accessed.

### Definitions

A **compliment** is when feedback is received about how we have delivered positive service and or exceeded expectations.

A **comment** is when a suggestion is provided, or an idea is offered on how we can improve our delivery of a service.

A **complaint** is an expression of dissatisfaction about the service or person made in writing that requires further investigation.

### Comments and Compliments

We want to continually improve the service we provide. We are committed to giving all of those we deal with, the opportunity to express satisfaction or dissatisfaction with our service, policies, processes and procedures. We are also committed to improving our policies, systems and procedures where appropriate in order to improve our service.

Equally, we need to know when we do things well so that we can disseminate best practice across the organisation. You can make a compliment, and / or comment by email to the team via: [Apprenticeship.Team@mft.nhs.uk](mailto:Apprenticeship.Team@mft.nhs.uk)

## Complaints and Compliments Procedure

### Complaints

If you have a complaint, this is to be formalised in writing either by email directly to [apprenticeship.team@mft.nhs.uk](mailto:apprenticeship.team@mft.nhs.uk) or by completing the short form via the link below:

<https://www.SurveyMonkey.co.uk/r/TVHGPZY>

If the complaint cannot be resolved immediately, an acknowledgment of receipt of your complaint will be sent within three working days and will aim to provide a full response within 10 working days. If your complaint can not be resolved within these timeframes an update will be provided.

If the apprenticeship departments complaints policy has been exhausted and not resolved a formal complaint can be made writing or by email to the Education and Skills Funding Agency. Details of the complaint as well as the actions taken to the point of escalating this to the ESFA date must be included in the correspondence.

[nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)  
Complaints Adjudicator,  
Skills Funding Agency,  
Cheylesmore House,  
Quinton Road,  
Coventry,  
CV1 2WT

### Evaluation and Feedback

Evaluations will be disseminated during the Apprenticeship programme via SurveyMonkey. Feedback is important to us and we encourage all apprentices to complete these.

From time to time an apprentice may be asked to complete feedback questionnaires from other parties such as the ESFA or Ofsted. They encourage feedback from the Learner about your Apprenticeship programme experience with MFT. The questionnaire can be accessed by typing in the link below in the internet browser:  
<https://learnreview.ofsted.gov.uk>.

It is often easy to forget about what is going well, but this is an important part of ensuring continuous improvements within the apprenticeship department. The department is keen to understand (but not limited to) what is working smoothly for learners and their managers, what is supporting the learning experience, how relevant the programme format and content is to an individual's role, where the stretch and progression is in programmes etc. This helps the department to understand what needs to continue, what it can strengthen further and what works so when programme reviews happen, they don't disappear as part of the process. Compliments can be raised in person with the department staff, the learners link for their programme or to the Quality Lead. To send compliments by email please contact [apprenticeship.team@mft.nhs.uk](mailto:apprenticeship.team@mft.nhs.uk) where the most appropriate person will respond. A record will be kept by the apprenticeship department of all written complaints, complaints, compliments and appeals.

## Assessment Appeals

As part of the relevant Awarding organisation requirements, such as Pearson's and C&G, all Centres must have an appeals process in place. Learners must have access to fair and reliable assessment in which they play a full part. If this 'access' is to be meaningful the Learner has the right to appeal against assessment decisions, which are unclear or seem unfair.

- The Appeal may be resolved at any of the following stages.
- Learners can have a friend who works for the Trust, a colleague who works within the trust, a peer who is also an apprentice on an MFT provided apprenticeship programme or union representative at the appeal for support.

### Criteria for appeal

1. **The conduct of the Assessment.**
2. **If the Learner feels that they have been treated unfairly, such as the evidence gathering method used, or intrusion into their working relationships has occurred or a breach of confidentiality.**
3. **If the Learner feels that the evidence presented for the assessment reached the required standard and this view was in direct conflict with the work-based Assessor.**
4. **Adequate opportunity had not been given to the Learner to demonstrate their competence.**

## Stages of the Appeal

### Stage 1

- The Learner should raise the issue with the assessor during/at the end of an assessment session or within seven days of the assessment.
- The Assessor must reconsider the reasons underpinning the decision and provide clear feedback. If the Assessor is upholding the original assessment decision, then the Learner must be provided with full information describing what is required to demonstrate their competence.
- This should be provided in writing and relate specifically to the standards relevant to the assessment decision.
- If the Learner remains unhappy with the decision, the Learner then completes an Appeals Form, which will be forwarded to the Internal Quality Assurer (Internal Verifier).

## Stages of the Appeal

### Stage 2

The Internal Quality Assurer Lead reviews all evidence and assessment records in order to consider the appeal. A decision should be made within five working days and the Learner and Assessor must be informed orally and in writing using the appropriate section of the Appeals Form. If the Learner is still dissatisfied with the decision the appeal proceeds to Stage 3.

### Stage 3

The third and final stage involves the right to appeal to the Assessment Appeals Panel. The Internal Quality Lead should pass all records to the Apprenticeship Quality and Programmes Line Manager.

The Line Manager will convene an Appeals Panel consisting of:

- The Apprenticeship Quality Manager.
- A different Assessor.
- An independent Assessor/Internal Quality Assurer.
- Both the Learner and Assessor will be invited to make their case to the Panel.
- The Panel will reach its decision within 10 working days.
- Results of the Appeals Panel will be final.
- Details of the appeal will be made available to the External Standards Verifier.
- The Awarding Organisation will be involved as an awarding body with information supplied by the External Standards Verifier. The External Standards Verifier is charged with ensuring the integrity of the process and can provide advice, but they will not be involved in the appeals process itself either as a panel member or arbitrator.
- The Awarding Organisation will respond to direct requests from learners, trainees, parents and employers seeking advice on making an appeal.
- If the centre's appeals procedure has been exhausted and the Learner is still dissatisfied, they can make a final appeal to the the Awarding Organisation .

## Annex 1 Complaint Received Letter

The Apprenticeship Department  
Undergraduate Building  
Oxford Road  
Manchester  
M13 9WL  
[Insert Date]

[Insert name]

[Insert area of work]

Dear [Insert name]

Re: [Insert complaint details]

I am writing to confirm receipt of the complaint in regard to [insert overview]. I can confirm that this matter will be looked into and an update on the progress/outcome sent to you by [insert date].

Should you have any queries on the complaint during this process please contact me on the above number.

Yours sincerely

## Annex 2 Complaint Outcome Letter

The Apprenticeship Department  
Undergraduate Building  
Oxford Road  
Manchester  
M13 9WL  
[Insert Date]

[Insert name]

Dear [Insert name]

Re: [Insert complaint details]

I am writing to confirm that the investigation in regard to the complaint on [insert overview] has been concluded. [Insert overview details of action taken to prevent reoccurrence and any summary explanation]. I am sorry that this has occurred and it is not something we would expect our learners to face when on a programme with the Apprenticeship department

Can I also take this opportunity to thank you for raising the complaint as it does enable us to review the service we provide to our learners and managers.

If there is anything more than we can help you with please let me know.

Yours sincerely

[Add name and title]

## Annex 3

### Appeals Form

The Centre Line Manager must ensure that all parties involved in the process's completes a Report form.

Name of Learner:	
Learner Registration Number {if known}:	
Name of Assessor:	
Name of Internal Quality Assurer:	
Title and level of programme of study being pursued:	
Title:	
Level:	
Description of appeal;	
Please attach the following:	
<ul style="list-style-type: none"><li>Any supportive evidence</li></ul>	
Signed:	Date: