

COMPLAINTS POLICY

2025 - 2026



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Our Mission Statement

Aim to deliver an engaging, positive learning experience every time.

Our Values

Our values encompass the achievement of all of our learners. Our values are HONESTY, INTEGRITY, SUPPORT, ETHICAL BUSINESS AND EQUALITY OF OPPORTUNITY FOR ALL. We support PREVENT, SAFEGUARDING, BRITISH VALUES, EQUALITY, DIVERSITY & INCLUSION and this policy is at the heart of and supports these core values in aiming to safeguard staff and learners.

Our Vision

To be the provider of choice for apprentices and clients, creating bespoke education and training that maximises opportunity and investment, both for now and in the future.

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1 - Introduction and Overview

Our centre is committed to providing the best possible service that we can. We recognise that sometimes customers will feel that they have cause to complain about the service they have received. We encourage all feedback from customers, including complaints and compliments. Our Complaints Policy explains our broad approach to handling all complaints.

Related policies which should be considered in relation to this document:

- Staff behaviour policy
- Learner behaviour policy
- Appeals procedure

2 - Rationale and Scope

This policy covers all students and staff within the centre.

3 - Roles and responsibilities

Our SMT (senior management team) take overall responsibility for the provision of all policies within the centre. The directors, Mark Webber and Peter Carey, take overall responsibility for this policy, its application and sharing of appropriate information.

4 - How this Policy will be Communicated

- Our SMT will review policies and update as required
- Our policy will be made available on our website if applicable
- Our policy documents will form part of the induction for all staff to the centre
- When suitable, policies will be uploaded to OneFile resources for access by all appropriate users
- Training for all staff will be implemented where required, with training matrix and CPD's updated accordingly
- We may email policy updates to staff as required or use OneFile system announcements
- Staff should also review the employee handbook in relation to staff behaviour.

5 - Complaints

Any complaints in relation to this policy or relating to this policy or conflicts of interest should be made to the SMT or the Directors, who can be contacted via our Head Office on 08452235020 or email info@apprenticeship-centre.co.uk.

6 – Complaints Procedure

A complaint is an expression of dissatisfaction concerning The NVQ Training Centre Ltd (including The Apprenticeship Centre) and all of the services attached to them. The NVQ Training Centre Ltd take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor/Assessor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor/Assessor, then please write to our Head of Apprenticeships: The NVQ Training Centre Ltd, Park Business Centre, Wood Lane, Erdington, Birmingham, B24 9QR

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Should you wish to email this complaint, please send the above information to

info@nvq-centre.co.uk

If it is not possible to conclude the full investigation within 14 working days we will contact you to explain why there is a delay and to give you a revised estimate of how long it will take us to respond in full. In our final reply we will let you know what we have found and explain how and why we came to our conclusions. The final reply will:

- Summarise your complaint
- Address the points you have raised
- Say what the outcome is including whether your complaint is upheld, not upheld or partly upheld
- If appropriate, explain what measures are being taken in response to your complaint
- Give you details about how you can take the matter further if you are not happy with the outcome or the way in which the complaint has been handled.

Confidentiality is important in complaints handling. It includes maintaining the complainant's confidentiality and explaining to them the importance of confidentiality generally. We will always bear in mind legal requirements, for example, data protection legislation, as well as internal policies on the use of personal data. For a disclosure to be protected, you must reasonably believe that the disclosure is being made in the public interest. More information can be found in our whistleblowing policy.

Complaints that are complex or require information to be obtained from third parties will be referred to a manager by the Complaints Officer for consideration. In these types of complaints we will need to share the details of your complaint with the person or people who you have complained about, so that we can take account of the views of everyone involved. If we also need more information from you, we will let you know.

7 – Timescales

The NVQ Training Centre Ltd ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Head of Apprenticeships will respond to you within 5 working days and investigate and provide you with a resolution within 14 working days.

All complaints will be recorded in our complaints log.

8 – Complaints Log

We keep a record of all complaints and appeals. This is held in a central log. We can anonymize details if required or if there is a safeguarding concern.

9 – Aims

We aim to resolve complaints quickly, fairly and effectively. We will:

- Aim to put things right quickly for our customers when they go wrong
- Keep our customers informed of the progress of their complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our customers of their right to appeal if they remain dissatisfied after their complaint

10 – Appeals

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Managing Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Managing Director will investigate in full and respond to you within 10 working days.

The Managing Director can be contacted on:

Call: 0845 223 5020

E-mail: mark@apprenticeship-centre.co.uk

Write to: The NVQ Training Centre Ltd, Park Business Centre, Wood Lane, Erdington, Birmingham, B24 9QR

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the relevant regulator directly.

For apprenticeships, escalations past this point should be directed to [Apprenticeship Service Support](#) on 08000 150 600 or mailto: helpdesk@manage-apprenticeships.service.gov.uk

Unresolved complaints can be made to examination boards or awarding bodies, such as Pearson, Highfield or Skills First. Please check with us which exam board is relevant to you and that you have been through our procedure first.