

## Complaint Procedure Policy

### 1. Introduction

At TPC Apprenticeships, we are committed to providing high-quality training and services to our apprentices and employers. We recognise that occasionally, concerns or issues may arise. This Complaints Procedure is designed to provide a clear and transparent process for raising and resolving complaints and is provided to support our apprentices and employer.

### 2. Scope

This procedure covers complaints related to the following areas:

- Quality of training and teaching.
- Delivery of the apprenticeship programme.
- Communication and support provided to apprentices and employers.
- Conduct of staff members.

This procedure will not cover

- An issue with the apprenticeship employment or employer
- A complaint against qualification results or process, any relevant awarding organisation or end point assessment organisation will have their own process

### 3. Informal Resolution

Where possible, we encourage individuals with complaints to resolve the issue informally first. This can often be achieved through open communication with the relevant staff member or manager. Informal resolution aims to address the complaint quickly and effectively.

### 4. Formal Complaints Procedure

If the complaint cannot be resolved informally or if the complainant remains dissatisfied, they may proceed with the formal complaint's procedure outlined below:

#### 4.1. Submitting a Formal Complaint

- The complainant must submit their complaint in writing (by email or letter) to the Complaints Officer: [colleen.fleming@tpchealth.com](mailto:colleen.fleming@tpchealth.com) within 7 days of the incident or the attempted informal resolution.
- The complaint should include specific details of the issue, any relevant evidence, and the desired outcome.

#### 4.2. Acknowledgment

- The Complaints Officer will acknowledge receipt of the complaint in writing within 7 working days.
- The acknowledgment will include the contact details of the person handling the complaint and an estimated timeframe for resolution.

#### 4.3. Investigation

- The Complaints Officer will conduct a thorough and impartial investigation into the complaint, seeking additional information from relevant parties as needed.
- The investigation process will be completed within 21 working days unless there are exceptional circumstances that require an extension. In such cases, the complainant will be notified of the reason for the delay and provided with a new estimated timeframe.

#### 4.4. Response

- Upon completing the investigation, the Complaints Officer will respond to the complainant in writing, outlining the findings of the investigation and any proposed resolutions.
- If appropriate, the response will include details of actions taken to address the issue and prevent similar incidents in the future.

#### 4.5. Appeals

- If the complainant remains dissatisfied with the response, they may submit an appeal within 10 working days of receiving the response.
- The appeal should be sent in writing to Andrew McDowell – [andrew.mcdowell@tpchealth.com](mailto:andrew.mcdowell@tpchealth.com)
- There will be a separate review of the complaint and the initial response and provide a final decision within 10 working days of receiving the appeal.

#### 5. Records and Monitoring

- All formal complaints, responses, and outcomes will be documented and retained for 6 years in accordance with General data protection regulation. (GDPR)
- The organisation will monitor complaints to identify trends and areas for improvement.

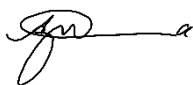
#### 6. External Escalation

- If the complainant remains dissatisfied after exhausting the internal complaints procedure, they may seek external resolution through relevant external agencies, such as the DfE Apprenticeship Service Support on 08000 150 600 or [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk) which handles complaints in the apprenticeship training sector.

#### 7. Review

- This Complaints Procedure will be reviewed regularly to ensure its effectiveness and compliance with relevant regulations.

Date of Policy Approval: 01/08/2024



Andrew McDowell

Partner

Policy Review Date: 01/08/2025