



Complaints Procedure

Help us get it right

At The Academy we are committed to achieving excellence in standards and in the quality of service we provide for all our stakeholders, only you can tell us if we are achieving this. If you are unhappy with the service you have received, or it did not meet your expectations we need to know so that we can put things right.

EMPLOYER COMPLAINTS PROCEDURE

If an employer/manager has any queries or complaints about any aspect of the apprenticeship, including quality of training received at The Academy, then the following procedure should be followed:-

1. The employer should report the complaint to a member of Academy staff but ideally they will telephone the Academy Director, Lindsay Burr directly, on 07979748366 to discuss the problem
2. Or write to her at The Academy (Office) 23 Commercial Street, Norton, Malton, North Yorkshire YO17 9HX.
3. The Academy Director will interview all parties concerned and make detailed notes.
4. She will then report back to the employer/manager within 14 days and we hope to work with the employer/manager to resolve the issue.
5. If the employer is not satisfied with The Academy Director's decision and actions or requires further clarification then a complaint can be made to the ESFA
<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

APPRENTICE + LEARNER COMPLAINTS PROCEDURE (GRIEVANCE)

This is The Academy's policy to make sure that every apprentice and learner has access to a procedure which can lead to a speedy resolution of complaints in a fair manner.



If you have a complaint or grievance concerning your apprenticeship, quality of training, placement or employment please follow these steps:-

1. Talk to your tutor, or member of staff you feel comfortable talking to who, depending on the complaint, we will reply in 2 days.
2. If step 1 does not resolve the issue or there is an issue **concerning quality of training or assessing** you should put your grievance in **writing to the Lead IQA** at The Academy, 23 Commercial Street, Norton, Malton, North Yorkshire YO17 9HX.
3. If the complaint is **concerning apprenticeships, employment or placements** you should put your complaint in **writing to Lindsay Burr** at The Academy, 23 Commercial Street, Norton, Malton, North Yorkshire YO17 9HX .
4. Letters will be replied to within 5 working days and it is hoped matters would be satisfactorily resolved.

If this matter above relating to training or assessing is not resolved then you may elect to appeal to the Academy Director, Lindsay Burr at 23 Commercial Street, Norton, Malton, North Yorkshire YO17 9HX. The matter will be replied to within a further 5 days and this decision will be final.

If the matter above is relating to or connected with apprenticeships and has not been resolved by Step 3 above or requires further clarification, then a complaint can be made to the ESFA

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

CLIENT COMPLAINTS PROCEDURE

This is The Academy's policy to ensure that every client has access to a procedure which can lead to a speedy resolution of complaints in a fair manner.

If you have a complaint concerning The Academy please follow these steps:-

1. Talk to The Academy tutor or receptionist who will look into the matter and give you a reply in 2 days.
2. If this matter is not resolved as mentioned above then you may elect to appeal to the Academy Director.



3. The matter will be replied to within a further 5 days and this decision will be final.

STAFF COMPLAINTS PROCEDURE (GRIEVANCE)

We believe that all employees should be treated fairly and with respect. If you are unhappy about treatment that you have received or about any aspect of your work, please follow these steps:

1. Discuss this with your Manager in the first instance, who will attempt to resolve the situation on an informal basis.

If you feel unable to approach your Manager you should approach another senior manager who will discuss the matter with you.

2. Where attempts to resolve the matter amicably and informally do not work, it may be appropriate for you to raise a formal grievance under this procedure.

Grievances raised while you are subject to disciplinary proceedings will usually be heard only when the disciplinary process has been completed. However, depending upon the gravity and relevance to the disciplinary proceedings, we reserve the right to suspend any impending disciplinary investigation or action until the grievance you raise has been properly dealt with informally or formally through this procedure.

FORMAL GRIEVANCE PROCEDURE Making the Complaint

1. Supply a written statement, this will form the basis of your subsequent hearing and any investigations, set out clearly the nature of your grievance and indicate the outcome that you are seeking. If your grievance is unclear, you may be asked to clarify your complaint before any meeting takes place with you.
2. Your complaint should be headed "Formal Grievance" and sent to your Manager. If your complaint relates to the way in which your Manager is treating you, the complaint should be sent to another senior member of our management.
3. We may make further attempts to resolve the matter informally with you, depending on the nature of your complaint. However, if you are not satisfied with the outcome, you may insist on the matter proceeding to a full grievance hearing.
4. Before proceeding to a full grievance hearing, investigations may be carried out, although the confidentiality of the grievance procedure will be respected.



If any evidence is gathered, you will be given a copy long enough in advance of the hearing for you to consider such evidence properly.