

## Complaints and Appeals Policy



# THE LANGLEY GROUP COMPLAINTS AND APPEALS POLICY

## **Complaints and Appeals Policy**

### **Introduction**

#### **Definition of complaint:**

A complaint is defined as any specific concern raised in relation to the Company's services, the training provided to apprentices and or associated service offered by the Langley Training division.

#### **Customers:**

Langley strives to avoid the necessity for complaints.

The *Complaints Policy* aims to assist stakeholders including employees who may be dissatisfied with its services. Langley is committed to consistent, fair, and confidential handling of complaints and to resolving them as quickly as possible.

#### **Submitting a Complaint**

Where possible, complaints will be resolved at the first point of contact (with 48 hours).

Written complaints will be acknowledged promptly with email confirmation that the complaint has been received.

If a complaint can't be resolved immediately the Complainant will be given an estimated timeframe anticipated 15 days from the date of the complaint for resolution and the name of a contact person.

#### **Complaints Referred to Customer Care**

Complaints referred to the Company's Customer Care Team are recorded in a Complaints Log at the time of referral (email address: [customerrelations@langley.co.uk](mailto:customerrelations@langley.co.uk).)

The Complaints Log allows for the process of the *Customer Care Policy* to be fulfilled. The log will contain a ticket with full details of the complaint, including the date when it was made, details of all communication with the Complainant (including copies of emails and telephone notes) and any actions taken to resolve the complaint.

A complainants' personal details or details of a complaint will not be divulged to third parties unless the Company has written consent to do so.

An approximate timeframe for resolution of a complaint by Customer Care will be provided to the Complainant, who will be given regular progress reports, especially if there are any delays or changes to what has been agreed.

A standard formal letter will be issued, confirming that the complaint will now be closed.

#### **Employees**

Employees should refer to the Grievance Policy in the Employee Handbook for the process on how to raise a concern, problem, or complaint about their employment.

#### **Apprentices:**

Process for raising queries or complaints.

This policy should be read in conjunction with section 6 of the Training Plan.



The process for resolving any queries or complaints regarding the apprenticeship, including quality. This must include details of the escalation route within the main provider's own organisation and the escalation process to Apprenticeship Service Support on 08000 150 600 or [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk)

### **Disputes and issue resolution between employer and LWS (main provider):**

Agreements entered between employee and the employer must be legally binding. Dispute resolution should be in accordance with the terms of the written agreement, which ultimately would be enforceable through the courts. Apprentices and their employers must be made aware by the main provider that they can contact the apprenticeship helpline regarding apprenticeship concerns, complaints, and queries.

The following contact number and website should be found within the employer's written agreement and in the apprentice's training plan.

ESFA contact details

Phone [08000 150 600](tel:08000150600)/ [07588 690018](tel:07588690018) (Text)

Email; [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk).

The apprentice has a right to appeal should he/she feel that there have been inconsistencies during to processes and procedures of their assessment. The assessment organisation *i.e.*, *Langley waterproofing Systems Ltd*, has a clearly defined route of appeals should any apprentice have a reason to complain. The characteristics of an appeal should include:

- 1 Access to fair & reliable assessment.
- 2 Clear & prompt response times.
- 3 Stages that provide all parties with the opportunities to put their case.
- 4 Clear outcomes.
- 5 Constructive feedback.
- 6 Relation to the apprentice's assessment needs.
- 7 A formal recording system.
- 8 Evaluation of appeals.

### **Appeals and Complaints Procedure**

The appeals and complaints procedure will comprise of three steps – it is important that these steps are allowed, and all parties are aware of the outcome at each step

#### **STAGE 1**

- If an apprentice disagrees wishes to make a complaint, this will need to be raised locally with the Training Manager (an appeals and complaints form will be required to be submitted by email once completed)
- The complaint will be logged and recorded by the Senior Training Manager (Complaints and appeals log)
- Discuss the disagreement with the Training Manager
- Allow 15 working days for the matter to be resolved
- The Training Manager will write a clear explanation of the assessment decisions onto the apprentice's appeals and complaints form
- If the apprentice agrees with the decision NO further action required.
- If apprentice remains unhappy, move to step 2.



## **STAGE 2**

- At this stage the apprentice can escalate the complaint in writing to the HR Team, along with the outcome of the Stage 1 process.
- The Complaint will be discussed with the HR representative.
- The HR representative will thereafter investigate the complaint.
- Within 15 working days the HR representative will write a clear explanation of the stage 2 assessment decisions onto the apprentice's complaints and appeals procedure form.
- If the apprentice agrees with the decision, then NO further action required.
- If apprentice remains dissatisfied, move to step 3

## **STAGE 3**

- The apprentice can escalate the complaint to the Business Unit Director who will review the stage 1 and 2 outcomes and recommendations
- A panel will be formed to discuss the matter and make a final recommendation to the apprentice
- The panel will make a final recommendation to the apprentice within 15 working days and document this within the complaints and appeals form
- If the apprentice agrees with the decision, then NO further action is required
- If the apprentice remains dissatisfied, the complaint will be routed to the ESFA (as per contact details documented in this Policy)

## **Review**

Last Review Date: 7/10/2022

Next Review Date: March 2023

Name of person responsible: Emily Burkett

Position in the Company: General Manager of Group Services

Signature:

