



# Learning & Skills

“Learning for Life”

## Apprenticeship Complaints Procedure

### Purpose

The purpose of this procedure is to inform Learning & Skills Apprentices of the procedure they (or their parent / carer) should follow in order to make a complaint.

### Scope

The procedure applies to all Apprentices studying with Learning & Skills.

### Introduction

If an Apprentice (or their parent / carer) or employer has a general concern or complaint about the centre's delivery or administration of an apprenticeship standard, the Trainer / Assessor encourages them to try to resolve this informally in the first instance, and this may include the relevant manager. If a complaint fails to be resolved informally the Apprentice (or their parent / carer) or employer is then at liberty to make a formal complaint.

### How to make a formal complaint

- A complaint should be submitted initially to the Learning & Skills Manager by email, sending the form below to [alaine.mccartney@darlington.gov.uk](mailto:alaine.mccartney@darlington.gov.uk)
- Complaints received will be logged by the centre and acknowledged within 3 working days

### How a formal complaint is investigated

- The Learning & Skills Manager will further investigate or appoint a member of the Senior Leadership Team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion
- The findings and conclusion will be provided to the complainant within 10 working days

### Appeals

Following the outcome, if the complainant is still unsatisfied, they can escalate to the ESFA by emailing [customer.complaints@education.gov.uk](mailto:customer.complaints@education.gov.uk) or sending a letter of complaint to:

#### Customer Service Team

Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road

Coventry  
CV1 2WT

Please note: You must contact the ESFA within 12 months after the issue occurred.

## Complaints Form

Please tick box to indicate the nature of your complaint / appeal

- ☐ Complaint / appeal against the centre's delivery of a qualification  
☐ Complaint / appeal against the centre's administration of a qualification

FOR CENTRE USE ONLY	
Date received	
Reference No.	

<b>Name of complainant</b>	
<b>Candidate name if different to complainant</b>	
<p>Please state the grounds for your complaint below</p>          <p>If your complaint is lengthy please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say</p> <p style="text-align: right;"><i>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</i></p>	
<p>Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)</p>          	
<p>Complainant signature:</p> <p>Date of signature:</p>	

This form must be completed in full; an incomplete form will be returned to the complainant.

Version	Issued	Next Review	Contact
7	April 2024	April 2025	Graham Curry