



Derbyshire Adult Community Education Service

# **Apprenticeship training: Complaints Policy**

Approved

**This policy covers the following:**

All apprentices, employers, service partners and associated staff posts

Approved by Service Management Team:	March 2019
Posted on the Virtual Learning Environment:	Operational
Posted on the website/online booking (if applicable):	Operational
To be reviewed by:	March 2020

## 1. Purpose:

The purpose of this policy is to:

- Ensure all apprentices are enabled to raise a complaint if they feel unhappy about the service they have received
- Compliment Derbyshire County Council's Complaints Procedure
- To determine responsibilities and resources which will underpin the complaint plan.

## 2. Policy Statement:

Derbyshire Adult Community Education Service (DACES) believes that all apprentices should feel satisfied with the support, training and overall service they receive. By the implementation of the complaint plan for apprentices, we can ensure that we maintain a high standard of training which will give our apprentices an environment in which to develop and achieve successful learning outcomes.

This will be achieved by:

- Identifying where and how complaints can be raised
- A clear process for acknowledging, investigating and responding to complaints
- Developing a range of appropriate actions and outcomes linked to complaints
- Recording all complaints and outcomes
- Enabling apprentices and staff to understand and engage in actions that could reduce the potential for complaints
- Linkage with the council's complaints procedures
- Communicating with all apprentices and associated staff, service partners and employers to ensure they are aware of their responsibilities and standards expected.

## 3. Scope:

This policy statement covers all apprentices, learners, other service users, members of the Governance Board, staff, volunteers, employers, and partners of the service.

## 4. Monitoring, Evaluation and Reporting:

The DACES Apprenticeship Complaints Plan will be reviewed on an annual cycle; led by an identified member of the DACES Senior Management Team.

## 5. Associated Policies, Procedures and documentation:

- [DCC Complaints Procedure](#)
- [Putting People First: Comments, Compliments and Complaints](#)
- Apprenticeship Complaint Guide, embedded in the apprenticeship handbook (see [Appendix 3](#))

## 6. Post holder to Contact

Senior Management Team Member with responsibility for Complaints:  
Tim Baker: 01629 536554. Email: [tim.baker@derbyshire.gov.uk](mailto:tim.baker@derbyshire.gov.uk)

## 7. Review: The policy will be reviewed again in March 2020.

## **Appendix 1:**

### **Roles and Responsibilities in relation to Complaints**

#### **1. The Senior Management Team lead is responsible for:**

- Giving a consistent high profile lead in ensuring complaint resolution is integrated in apprenticeship staff roles, employers and service partners
- Oversight and recording of complaints
- Ensuring organisational improvement takes place to mitigate against further complaints

#### **2. Senior Management Team is responsible for:**

- Development of the Apprenticeship Training Complaints procedure and process plan
- Conducting timely monitoring of the complaints tracker
- Ensuring the service's strategic plan includes a recognition of the impact of complaints when planning, and are reflected in the service Self-Assessment Report (SAR) and Quality Improvement Plan (QIP)

#### **3. DACES Apprenticeship Management Team:**

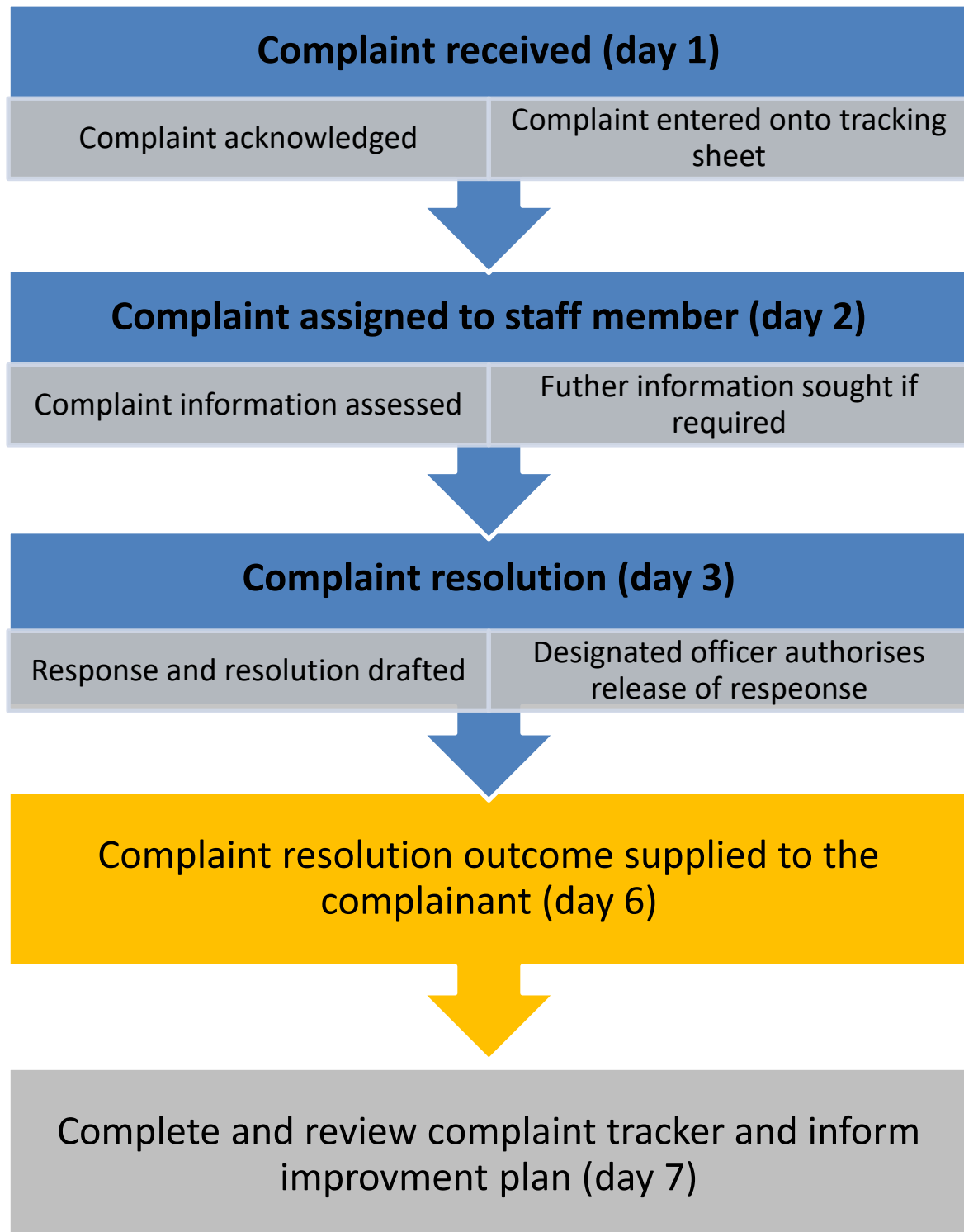
- Managers and all apprenticeship staff take the lead in supporting development the process documentation for receiving, considering and resolving all complaints covering apprenticeships, employers and service partners
- Create and maintain complaints process chart (appendix 2) and tracking sheet
- Recruitment and selection processes include complaint resolution skills assessment

#### **4. All staff are responsible for ensuring that they:**

- Engage with the apprenticeship complaints procedures and initiatives including promoting good practice, service improvement in and across all communications channels, e-bulletins, staff newsletters, service briefings and other social media based communications and activities
- Use appropriate activities to engage all apprentices, learners and other service users to inspire and support them into positive behaviours and destinations.

## Appendix 2

### DACES Apprenticeship Complaints 7 Day Flow Chart



## Appendix 3

### Apprenticeship Complaint Process:

How to make a complaint:

Your Apprenticeship provider will always hope to provide a high quality Apprenticeship experience. However, there may be occasions when you are not happy with how things have happened or the way you have been treated. We will always take your complaint seriously and investigate the expressed concerns efficiently and within a stated time period.

There are a number of options you can follow if you wish to make a complaint:

1. Raising your complaint, verbally or in writing, with your apprenticeship supervisor or member of staff supporting you during your apprenticeship.
2. Contact the Call Derbyshire Team by phone on 01629 533190: open 8am to 8pm on Monday to Friday and 9.30am to 4pm on Saturday and Sunday
3. Fill in a Putting People First form, which is available at all DCC sites and offices

Complaints can also be made by visiting:

<https://www.derbyshire.gov.uk/council/complaints/complaints-procedure/complaints-procedure.aspx>