

Policy & Procedure:			
<b>Policy No:</b>	4	<b>Department:</b>	Apprenticeship Provision
<b>Issue date:</b>	21/7/2023	<b>Prepared by:</b>	Annie Graham
<b>Version:</b>	July 2023 v1	<b>Approved by:</b>	Chris Lipscomb
Purpose			
<p>At Logistics UK, we ensure that our core values take priority when dealing with complaints. We commit to dealing with all complaints effectively and consistently strive to improve the quality of the provision.</p>			
Policy Statement			
<p>We are committed to complaints for the effective resolution of issues and to improving the quality of our service.</p>			
Scope			
<p>This policy refers to complaints concerning the apprenticeship provision. An apprentice or employer is likely to make a complaint when they find their experience with Logistics UK apprenticeship provision is unsatisfactory or unacceptable. All complaints will be reported to the NCCI (Non-conformity and Continuous Improvement) portal and investigated as part of the Quality Management System.</p>			
Process			
<p>Complaints may be received via various channels, i.e., social media, website, learner feedback forms, learner focus groups, employer feedback, and employer focus groups.</p> <p>Complaints that are received by telephone or in person must be recorded. The person taking the complaint must:</p> <ul style="list-style-type: none"> <li>- Write all details about the complaint into the complaints document (Annex 1)</li> <li>- Inform the complainant of this written procedure and issue a copy.</li> <li>- Inform the complainant of the next steps.</li> <li>- Where possible, request the complainant to send a written account</li> <li>- The Safeguarding and Prevent Policy <b>must</b> be referred to if the complainant raises any Safeguarding concerns</li> </ul>			
Stage one			
<p>If an apprentice or employer is unhappy with any aspect of the apprenticeship, the initial concern should be raised with the apprentice's tutor. If a satisfactory agreement can't be reached, please get in touch with <a href="mailto:TrainingQA@logistics.org.uk">TrainingQA@logistics.org.uk</a> detailing your complaint. Quality Assurance will acknowledge your complaint. Your complaint at this point enters stage 2.</p>			

- The Safeguarding and Prevent Policy **must** be referred to if the complainant raises any Safeguarding concerns.

### Stage two

A quality assurance team member will work with the relevant stakeholders to investigate and reply to a complaint within 10 working days.

### Stage three

If the complainant is not satisfied with the outcome of the investigation, they can appeal, and the complaint will be passed on to a senior leadership team member. There will be an additional 10 working days for investigation.

We endeavour to resolve complaints with minimal delay; however, we aim for a full resolution within 28 days. If a complaint is not resolved within 28 days, due to severity or reliance on other information, the complainer will be updated, and a revised timescale agreed.

Complainants also have the option to contact the Apprenticeship Helpline. See below for contact details.

[nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)

Telephone: 0800 0150400 Hrs of business: 8am – 10pm, 7 days a week

### References

### Related Documents

Safeguarding and Prevent Policy

Signed:



Full name:

Chris Lipscomb

Position in Company:

Director of Operations

Date:

21/07/2023

Next Review date:

21/08/2024

## Complaint Received

All dissatisfaction must be investigated regardless of source. I.e., social media, website, learner feedback forms, learner focus groups, employer feedback, employer focus groups, internal stakeholders etc.

Does the complaint refer to a Safeguarding concern?

Refer to Safeguarding and Prevent Policy and Procedure.

Yes

No

Enter details of the complaint into the NCCI portal [Click here for form](#) (internal access only)

Ensure Complaint is allocated to the relevant member of staff.

Allocate the priority as appropriate to the severity, i.e. impact on person/provision.

Contact complainant and advise on timescale of complaint

Quality Assurance will contact the relevant staff member/provision manager or to advise of the complaint received.

Allocated person will investigate the complaint in a professional manner.

Findings are logged onto the NCCI tracker.

If the investigation is ongoing then regular contact must be made, frequency to be agreed.

Feedback must be given to the complainant, in writing and within 28 days. This must include the outcome.

If the complainant is satisfied, then the complaint can be closed on the NCCI portal.

No resolution can be agreed, seek review from Provision Lead consider progress to final step – 10days.

Final Step: If the complainant is still not satisfied advice should be to contact [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk) Telephone: 0800 01500400 Hour: 8am-10pm, 7 days a week.

Annex 1: Please ensure the following information is gathered for all customer complaints:

Name of Complainant		Date of complaint	
Contact Number of Complainant		Email address of the complainant	
Name of person receiving the complaint		Date the complaint was escalated	
<p>What is the complaint? (Please give as much detail as possible, including relevant names, dates, venues, employer, skills coach, and evidence) Where this is a safeguarding concern, at this point it <b>must</b> be referred through the Safeguarding process detailed in Safeguarding and Prevent policy and procedure.</p>			
<p>*Document to be emailed to <a href="mailto:trainingqa@logistics.org.uk">trainingqa@logistics.org.uk</a></p>			
Name staff member dealing with the complaint		Date	