



MAKERS

Complaints Procedure

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Version Control

Version #	Date	Updated by	Description
V1_2	06-02-2019	Chloe Thornton	Added contact details for complaints to EPAO - BCS to S4.1 and link to their complaints policy.
V1_3	03-05-2019	Chloe Thornton	Further information added regarding complaints procedure and aims. Updates to layout and structure.

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INTRODUCTION

Makers welcomes all feedback or comments about our performance as an organisation. We are committed to investigating all complaints raised in a fair and impartial manner, and where necessary take action to rectify the issue.

We are committed to delivering a high quality apprenticeship service which incorporates feedback from our apprentices and employers. We aim to settle complaints promptly, fairly and courteously.

SCOPE

Our complaints policy and procedure covers complaints raised by an apprentice or their employer regarding any matter connected with Makers' Apprenticeship provision.

AIM

The aim of our complaints policy and procedure is to ensure that all complaints raised against Makers' Apprenticeship provision are fully investigated in a reasonable timeframe and settled in a fair and reasonable way which meets the interests of all parties.

Makers aims to handle all complaints in a manner which:

- Encourages informal resolution wherever possible
- Is prompt and fair
- Is easy and accessible for all apprentices and employers
- Treats complaints seriously, with appropriate sympathy and confidentiality
- Facilitates early resolution
- Helps Makers improve our apprenticeship provision in the future

COMPLAINTS PROCEDURE

Wherever possible, issues or disputes relating to Makers' apprenticeship provision should be raised informally in the first instance a member of Makers' staff.

An 'informal complaint' is defined as: any issue or dispute which is raised with a member of Makers staff, outside of the formal complaints process which is outlined below.

Informal complaints allow Makers to try and resolve issues as quickly as possible using the appropriate means. It is usually faster to resolve informal complaints as they are unlikely to require an in-depth investigation.

Stage 1: Complaint Raised

Complaints should be raised with the relevant member of staff at the source of the complaint. Makers will aim to resolve the issue informally at the earliest opportunity.

The member of staff involved will provide an acknowledgement of the complaint within **2 working days** of receiving the complaint. A written outcome to the complainant will be delivered via email within **10 working days**.

If the employer is dissatisfied with the outcome, they may raise a formal complaint, the process for which is documented below.

Stage 2: Formal Complaints

In order to raise a formal complaint, complainants should document the details of their complaint and submit via email to apprenticeships@makersacademy.com. The email should set out the details of the complaint in full, what they feel would be the appropriate resolution and should include any relevant supporting evidence.

Makers' quality and compliance manager will log the complaint on our internal complaints database. All complaints will be acknowledged by Makers within **2 working days**.

The complaint will be forwarded to a Makers' manager who has not previously been involved with the complaint. The manager investigating will review all of the information submitted, meet with the relevant members of staff and discuss the complaint with the complainant where further information is required.

A written report will be issued by the investigating manager within a maximum of 20 working days from the date of receipt of the original complaint. If the employer is not satisfied with the action taken, the employer may proceed to stage 3 of the complaints process documented below.

Stage 3: Independent Review

If an employer is dissatisfied with the response provided by Makers at stage 2 of the complaints procedure, the complaint can be escalated for further consideration by an independent reviewer.

The independent reviewer will not investigate the complaint unless substantial new evidence has been produced. The role of the independent reviewer is to ensure that Makers has followed the appropriate procedures and has reached a reasonable conclusion.

Stage 4: Escalation

If the apprentice is dissatisfied with either the processing of the complaint or the response received regarding any aspect of Makers' apprenticeship provision, they have the right to escalate the complaint to the Education and Skills Funding Agency (ESFA).

Complaints, concerns or enquiries from Makers' apprentices can be escalated to the ESFA using the following contact details:

0800 015 0400 or 0247 682 6482
nationalhelpdesk@apprenticeship.gov.uk

Any complaints, concerns or enquiries specifically regarding any aspect of the End Point Assessment may be escalated to our end point assessment organisation, BCS:

01793 41741
customerservices@bcs.uk

Or in writing to:

Customer Service Team - BCS
1st Floor, Block D, North Star House
North Star Avenue
Swindon
SN2 1FA

POLICY UPDATES

This policy will be reviewed on an annual basis or in line with changes to our complaints procedure.

This policy should be read in conjunction with our apprenticeship [appeals procedure](#).