



OFFICIAL COMPLAINT PROCESS

Raising your concerns with us:

Baltic welcome feedback from all of its customers and stakeholders, and prior to an official complaint we encourage an open conversation with a member of our team to thoroughly investigate and respond accordingly. If you are happy to follow this preferred method, please email customercare@balticapprenticeships.com and a member of the team will be touch.

Should you feel like you would like to take your feedback further, the first step is for Baltic to thoroughly understand your complaint, therefore all details of your complaint must be recorded on our Complaint Investigation Form. This will allow us to investigate your complaint accurately by responding to the information provided by you in writing.

The complaint investigation form can be downloaded from our website, or alternatively will be emailed to you by a representative from Baltic.

You can submit your complaint by the following methods:

Email: customercare@balticapprenticeships.com

In writing to: The Customer Relations Team, Baltic Apprenticeships, Baltic House, Hilton Road, Newton Aycliffe, Co.Durham, DL5 6EN.

The Brand Manager is responsible for managing and investigating all complaints:

- The complainant will receive an acknowledgement within 48 hours
- The Brand Manager will investigate the complaint by gathering information and evidence from relevant members of staff and departments
- You will receive a response to your complaint within 14 working days of the original date of receipt. The response will include details of the appeals process and you will have 10 working days from the date of the outcome being communicate to request an appeal
- Should you wish to appeal, the complaint will be escalated to the Director of Support Services and you will be requested to provide information around the grounds for the appeal. Baltic will then investigate and provide a final written response within 15 working days



- When no appeal request is received the Brand Manager will contact you to ensure you are happy with the outcome and that your complaint has been resolved to your satisfaction

Confidentiality

- To process a complaint, Baltic Apprenticeships will hold personal data about the complainant, which the individual provides and which other people give in response to investigating the complaint. We will hold this data securely and only use it to help address the complaint. The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public by Baltic Apprenticeships.
- However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties. In this case the complainant will be informed of who will need to know about the complaint.