

Arch Apprentices Complaints Policy

BC Arch Ltd T/A Arch Apprentices encourages all complaints to be dealt with informally, and if this is not possible it will be progressed to a formal process.

Apprentices

If you are an apprentice and you have a complaint about any part of either your learning programme, the Sub Contractor you are working with or BC Arch Ltd as a whole (including claims of discrimination or harassment whether at BC Arch Ltd or on work placements), you should first of all discuss your complaint with your Learning and Development Coach (LDC) who will try and resolve it for you within five working days of your discussion, if this needs to be extended this will be agreed with all parties involved.

If the complaint is about a member of the LDC team then you should contact the Service Desk support@archapprentices.co.uk. Your complaint will be kept confidential if you wish, provided it is practicable to do so. A record of your complaint and the date on which it was made will be kept within our platform (it will be classed as closed).

If your complaint cannot be resolved informally with your LDC you should then put it in writing to the Service Desk. They will:

- Record your complaint.
- Acknowledge your complaint within five working days of receipt.
- Investigate the issues you raise – this may involve discussion with you.
- Write a response to you within five working days of acknowledgement of your complaint. This will include a full explanation of any rejection of any part (or all) of your complaint

Where issues take longer than five working days to investigate you will be kept informed on the progress of the investigation, and a new deadline for the response will be given. The response will state whether the complaint has been upheld, rejected or partially upheld.

Parent/Employer of an Apprentice

If you are a parent or employer of an apprentice and you have a complaint, you should first of all email the Service Desk support@archapprentices.co.uk who will allocate to the appropriate member of staff or make an appointment to see the Head of Learning to discuss the issues of concern informally.

BC Arch Ltd will attempt to resolve the issues within five working days of your discussion. Your complaint will be kept confidential if you wish, provided it is practicable to do so. A record of your complaint and the date on which it was made will be recorded.

If your complaint cannot be resolved informally or you are not satisfied with the outcome, you should put it in writing and email to:

Chief Quality Officer (CQO) sam.sawyer@archapprentices.co.uk
or
Chief Executive Officer (CEO) mark.creighton@archapprentices.co.uk

S/he will:

- Acknowledge your complaint within one working day of receipt;
- Investigate the issues you raise – this may involve a discussion with you;
- Write a response to you within five working days of acknowledgement of your complaint. This will include a full explanation of any rejection of any part (or all) of your complaint.

Where issues take longer than five working days to investigate you will be kept informed on the progress of the investigation and an agreed time scale communicated to all parties involved.

After all procedures have been followed, you may complain to the appropriate agency, Education and Skills Funding Agency or relevant End-Point Assessment Organisation.

In all responses to formal complaints, the complainant should be informed of their right of appeal, and how to do so and within what timescale, if they so wish.

How Complaints are Managed at BC Arch Ltd

Information for Complainants Informal complaints:

We encourage all complaints to be dealt with informally. If you are an apprentice please discuss your complaint with your LDC or Delivery Manager. If you are a parent or employer please telephone the Service Desk or make an appointment to see Head of Delivery.

If you are not satisfied with the response or if the complaint concerns the staff mentioned above, then you can complain formally, in writing. Please address your complaint in the first place to the Chief Quality Officer. If the complaint is about the CQO then address your complaint to the CEO.

Formal complaints:

Where cases come through to our Service Desk will respond within one working day. If it is a formal complaint, it is escalated to the relevant member of staff and the case record type is updated to reflect that it's a formal complaint. This will then be escalated to the relevant member of staff.

If you are not satisfied with the outcome following the complaint process then you may further escalate your complaint to the ESFA through the Apprenticeship Helpline telephone 0800 015 0400 or Email nationalhelpdesk@apprenticeships.gov.uk

End Point Assessment - Grading Appeals

As an apprentice you may also consider appealing an End Point Assessment (EPA) grading decision:

The details of how to do this is covered in our separate Appeals Process.

The apprenticeship is graded by an Independent Assessor working for the relevant End-point Assessment Organisation (EPAO). They are subject matter experts and make a judgement based on the work / projects you submit and the professional discussions held with you. Should you wish to appeal or challenge the grading please ask your LDC for the information on how to do this.

After the internal processes have been exhausted, complainants have the opportunity to raise their complaint with the Education & Skills Funding Agency (ESFA) if they are not satisfied with our response. You must contact the ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team.

ESFA complaints team

complaints.ESFA@education.gov.uk

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

The ESFA will reply to let you know what will happen next.

If you're unhappy with the ESFA response

You can contact the Department for Education if you're unhappy with how the ESFA has dealt with your complaint.