

Learner Complaints Process 2019/2020

Policy Title:	Learner Complaints Process
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Responsibility:	Shelley Gallagher
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Authority:	Trevor Yoxall

1.0 Purpose:

This document is intended to support Pareto Law complaints policy and procedure. It provides details of responsibilities, time scales and record keeping requirements of the process which must be adhered to.

Learners can contact us about any aspect of the service you've received to let us know that you are not happy. The guide below provides a brief overview of our complaints process, including what information we will need from you and what we will do in response to this.

If at any stage you do not feel comfortable about how your complaint is being handled or you do not feel comfortable liaising with the person who is handling your complaint, you can contact our Quality Manager direct email: dgagg@pareto.co.uk

2.0 Process

Process

Stage 1

What you need to do

Tell your Skills Coach that you want to make a formal complaint. Please provide as much detail as possible, ideally in writing, to enable us to investigate and resolve the issue.

You may ask for help with writing if you need it.

What we will do

The person receiving the complaint will provide contact details for the stage 1 complaint handler if they are unable to deal with the complaint themselves. This person will send you a written response within 5 working days and will include the contact details of the stage 2 complaint handler. If for any reason it is going to take longer, they will explain why and when you can expect a response

Stage 1 complaints will be discussed among local

delivery teams to ensure that longer term solutions are put in place to address any commonly occurring issues.

Stage 2

If you are not satisfied with our response at stage 1, you need to provide details of the reasons why you're not happy, to the stage 2 complaint handler, within 10 working days of receiving our response.

The stage 2 complaint handler will contact you, usually by phone, to review your complaint and agree how it will be investigated and followed up.

Stage 3

If you are not satisfied with our response at stage 2, you need to provide details of the reasons why you're not happy, within 10 working days of receiving our response. to:

Quality Manager

dgagg@pareto.co.uk

Following this review, this person will respond in writing within 10 working days to advise you of the outcome and provided contact details of the stage 3 complaint handler. If for any reason it is going to take longer, they will advise you why and when you can expect a response and how it has been handled through the previous 2 stages. The results of this investigation will be sent to you by the stage 3 complaint handler in writing within 10 working days and will include details of the stage 4 complaint handling organisation. If for any reason it is going to take longer, they will advise you why and when you can expect a response.

Stage 4

If you've been through all our complaints stages, received our final response and still aren't satisfied, you can ask an external body or the funder for your training to look at your complaint.

The bodies to which you can refer your complaint further are provided. You must make the Quality Manager aware that you are contacting an external body. We will respond to and co-operate directly with these bodies at this stage.

For **Apprenticeships** you can contact **Apprenticeship helpline** nationalhelpdesk@apprenticeships.gov.uk or Telephone: 0800 015 0400. You must do this within 3 months receiving our final response to your complaint You'll find further information at <https://www.gov.uk/complainfurthereducationapprenticeship>