

## **COMPLIMENTS AND COMPLAINTS POLICY**

### **Learner/Employer Compliments/Complaints procedure**

The Company recognises from time Learners/Employers may wish to give positive feedback or seek redress for grievances relating to their interaction with company representatives.

In this respect, the company's policy is to encourage free communication between learners/Employers and the company to ensure that positive feedback is noted and that any questions or problems can be aired and where possible, resolved quickly and to the satisfaction of all concerned.

It must be stressed that KSA will wholly protect the confidentiality of any participant during a compliment or complaint. All complaints will be treated seriously, handled sensitively and with due consideration to all parties involved. In addition, all complainants will be treated fairly and not suffer any recrimination or disadvantage as a result of making a complaint. However, any person named in a complaint, will be informed and have a right of reply as part of the investigative process.

Where the matter constitutes an appeal against an assessment decision, this should be taken up in accordance with the dealing with candidate appeals procedure.

The KSA complaints policy, procedure and process link is easily available on the KSA website and is available to apprentices and employers alike.

Please see below link for access and to download this policy directly through the KSA website.

<http://www.keithstevensonassociates.co.uk/complaints.pdf>

### **Procedure**

- If a learner/Employer has a compliment/complaint they shall raise the matter, in writing, with the Centre co-ordinator at <mailto:stephen@keithstevensonassociates.co.uk>
- The centre co-ordinator shall discuss the complaint with the learner/Employer.
- After giving due consideration to the grievance, the centre co-ordinator shall give a decision on the matter, where practical within 10 working days of the complaint being received.
- Where a learners/Employers complaint concerns the centre co-ordinator, the complaint should be raised in the first instance with the Managing Director via <mailto:keith@keithstevensonassociates.co.uk>
- Should the learner/Employer be dissatisfied with the decision, he or she may raise the matter with the Managing Director for a final decision or with partner organisations where appropriate.

- In addition learners/employer are to be given access to the National Apprenticeship helpline during the enrolment process.

Records of all complaints should be kept for a minimum of 3 years, and where appropriate, issues will be passed on to partner organisations.