



Purpose

The Company strives to produce the highest quality learning opportunities and services and is determined to be known for excellence in all that it does. However, we accept that sometimes our service to learners/sites could fall short of these standards. If they are dissatisfied in any way with our services, we will value your opinion to rectify matters.

Scope

The procedure details how compliments /comments can be captured and that unresolved issues can be addressed through the complaints stages from informal through to formal.

Procedure

Introduction

Each year questionnaires are sent to apprentices and apprentice committees are set up during off the job training, to ensure the thoughts and feelings of the apprentice is captured and help support the training departments self-assessment. The department recognises that if issues are not addressed through the forementioned then there is a process to whereby concerns can be raised.

Compliments and Comments

At the same time, if you are especially pleased with the service you have been provided with, we welcome these comments too. If you have something to say:

- Tell the individual
- Complete the surveys

Complaints

The training department views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made a complaint.

We aim to:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone in the training department knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are maintained.
- To gather information which helps us to improve what we do.

Definition of a complaint: A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Altrad training department.

The Client Feedback Procedure has 3 stages to deal with complaints. We hope that most complaints/Feedback can be resolved informally during **Stage 1**.

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Informal - Stage 1

If you have a complaint, learners should in the first instance contact their Instructor/Manager/ Assessor. In most instances we should be able to resolve your concern through this means.

They will then take into account all relevant facts, needs and interests of all concerned and use their discretion to resolve the matter with due sensitivity.

The Instructor/Assessor/Manager will normally provide feedback to you within five working days. If the investigation is likely to exceed five days, we will contact you and tell you when we expect a response will be available. If you don't feel comfortable discussing the complaint with your Instructor/Assessor/Manager, you can discuss your issues with another member of staff.

A parent/guardian should contact either the Training Manager, Approved Centre Manager or The Training Centre Manager who will normally provide feedback to you within ten working days. If the investigation is likely to exceed ten days, we will contact you and tell you when we expect a response will be available.

If you are dissatisfied with the outcome of this informal stage, you should proceed to **Stage 2**.

Formal - Stage 2

There are a number of different ways you can make a formal complaint. All stage 2 Complaints will be logged and acknowledged by the Department Administrator, and will be investigated and responded to in writing, by the manager responsible for the area on which the complaint has been made.

1. You can Telephone us (All contacts are available on your ILP)
2. You can write to Altrad PO Box 8 Birmingham New Road Tipton West Midlands DY4 8YY
3. You can email us

After you have logged your complaint:

- you will receive a written acknowledgement within two working days.
- your complaint will be fully investigated.
- you will receive a written response within ten days from the responsible manager setting out the result of the investigation and the action that will be taken.

If the investigation is likely to exceed ten days, we will contact you and tell you when we expect a response will be available.

You may make a complaint anonymously if you so wish. However, it may not be possible to investigate the complaint fully in these circumstances and we would be unable to reply to you personally.

If you are dissatisfied with the outcome, you should proceed to Stage 3 within three months of receiving a written response; otherwise Department will assume the case is settled.

If you are dissatisfied with the outcome, you should proceed to **Stage 3**.

Formal - Stage 3

If your complaint cannot be resolved by the Altrad , you can refer it to:

ECITB
Blue Court, Church Lane, Kings Langley WD4 8JP
01923 260000

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If for any reason you are not satisfied with ECITB's response to a complaint (or subsequent appeal where relevant) or believe that you have either not been provided with or unable to be provided with a satisfactory response, you can escalate the complaint to either regulator in Scotland, SQA Accreditation or the regulator in England Ofqual and Education and Skills Funding Agency.

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ESFA

Cheylesmore House, 5 Quinton Rd, Coventry CV1 2WT

0845 377 5000

Procedure Review

This procedure will be reviewed on an annual basis for procedural, Award Body and Government Legislation changes.