



Old Custom House, Lowgate, Hull HU1 1RS
Tel: 01482 210093 www.mcarthurdean.co.uk Email: info@mcarthurdean.co.uk

COMPLAINTS POLICY/PROCEDURE

At McArthur Dean we genuinely value feedback from apprentices and employers on what we do well, as well as your views as to how we can improve. We hope you will always receive an excellent service from us and you will never have reason to complain. However, if your expectations have not been met, please do get in touch using this procedure. There are three stages in the complaints procedure and each stage must be exhausted before proceeding to the next one. Apprentices and employers are advised to keep their own copies of all the documents used in this procedure. All correspondence will be treated in the strictest confidence.

Stage 1

If you receive a service you are not satisfied with, you have the right to appeal directly to your nominated contact which was agreed with you at the start of the Apprenticeship programme. The appeal must be in writing and clearly indicate:

- The points of disagreement
- The evidence that you believe supports your grievance.

The nominated contact will fully investigate your concerns within 14 days and address them accordingly. If, however, you are not satisfied with the outcome you may go to stage 2.

Stage 2

If you are not satisfied with the outcome of your stage 1 appeal you can next appeal to the General Manager, Sandie Gifford. This appeal must be in writing, but need not repeat the detail provided at stage 1 as all the documentation used at stage 1 will be passed to the General Manager.

At this stage, your concerns will be investigated and a response sent to you within 14 days.

Stage 3

If you are not satisfied with the outcome of your stage 2 appeal, you have the right to proceed to stage 3. At this stage, you will be invited to substantiate any complaints or allegations with written factual evidence and/or signed statements from witnesses. This appeal will be made to the Directors of the company, Martyn Dean and/or Audrey Dawson. A response to the complaint will be sent to you within 28 days.



Summary

The appeals procedure aims to ensure the following:

- The operation of the appeals procedure, and results arising from it, are monitored to determine future policy.
- All complaints are acknowledged and investigated to establish the facts and evidence supporting the appeal. If a complaint is considered justified, remedial action will be taken.
- If no agreement can be reached, other alternative avenues of appeal will be considered dependent on the grievance. This could include the Education and Skills Funding Agency and relevant awarding bodies. Please see below for contact details:
- Education and Skills Funding Agency - Customer Service Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry CV1 2WT. Email: complaints.esfa@education.gov.uk
Weblink: [Complaints about post 16 education and training provision funded by ESFA - GOV.UK](http://www.gov.uk/guidance/complaints-about-post-16-education-and-training-provision-funded-by-esfa)
- City and Guilds – Customer Experience Team, City and Guilds, 1 Giltspur Street, London EC1A 9DD. Email: feedbackandcomplaints@cityandguilds.com Telephone: 020 7294 8444
- Pearson - Customer Services Contact Team (Feedback and complaints), Pearson Qualification Services, 14 The Quays, Salford Quays, Manchester. M50 3BF. Telephone: 0344 576 0045
- AAT – Customer Support, The Association of Accounting Technicians. 140 Aldersgate Street, London EC1A 4HY Email: customersupport@aat.org.uk Telephone: 020 3735 2468
- OCR – OCR Coventry Office, Progress House, Westwood Way, Coventry CV4 8JQ Email: vocational.qualifications@ocr.org.uk Telephone: 02476 851509
- NCFE – Q6, Quorum Business Park, Benton Lane, Newcastle upon Tyne NE12 8BT Email: epaqualityassurance@ncfe.org.uk Telephone 0191 2398056
- Alternatively, all parties may opt to use the services of the Centre for Effective Dispute Resolution (CEDR). CEDR, 70 Fleet Street, London EC4Y 1EU. Email: info@cedr.com. Telephone: 020 7536 6000. www.cedr.com

This policy/procedure will be updated annually or when changes are required, whichever is the earliest. This policy/procedure also relates to the following policies:

Safeguarding
Health and Safety

Equality and Diversity
Prevent Duty

IT User
Data Protection and GDPR



Audrey Dawson
26/5/21