

COMPLIMENTS AND COMPLAINTS PROCEDURE (Notes of Guidance for Learners/Employers)



Introduction

This policy applies to all staff employed by and all Employers and Learners engaged with the Apprenticeship & Skills business, which is wholly owned by EEF Ltd, who trade as Make UK. Where Group Policies exist, they will take precedence over this policy unless this prejudices the effectiveness of this part of the business.

Complaints will be logged by the business and summary results reviewed on a monthly basis to identify trends which may result in business wide actions, e.g. training, change of practice etc.

Complaints will be reviewed and discussed with the Skills Governors, unless a specific issue is identified as being significant enough to warrant a detailed review.

It is the aim of Make UK to provide an excellent service to all learners. We pride ourselves in being an added value training provider; by effectively handling all compliments, complaints and suggestions we aim to continuously improve the quality of service to learners and employers.

A complaint will only be accepted in written form (e-mail, letter etc).

Applicability

This policy supports the complaints received by Employers of Apprentices and Apprentices training with Make UK.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLIMENT OR A SUGGESTION?

We would like to receive any compliments or suggestions. These can be e-mailed to hubfeedback@makeuk.org outlining the reason and any members of the team involved.

All compliments and suggestions will be shared with the relevant Department Managers and the Director of Apprenticeship and Skills.

Type of Complaint

Please note that a complaint pertaining to qualification achievement should use the appeals procedure and the Quality Assurance Team should be advised.

A complaint apply to the safety and/or wellbeing of a learner should be referred to Head of Centre Education who will liaise with the Compliance Manager who is also the Safeguarding Lead to establish if there is a safeguarding concern.

If the complaint relates to Senior Management, the information should be directed to the Director of Apprenticeship and Skills and company policies and procedures will be applied to secure a suitable resolution.

Complaints from employers should be directed to the Compliance Department. Complaints arising from external funding agency, or other public or professional bodies or awarding organisations should be directed to Director of Apprenticeship and Skills. The same timescales within the policy will be followed.

In the event that a complaint is made against the Director of Apprenticeship and Skills then it will be referred to Central Human Resources Department who will determine the appropriate mechanism to ensure a fair and consistent investigation and outcome.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

The following notes are intended to help you if you feel dissatisfied with your experience at Make UK. These notes set out our policy and procedure, which is designed to enable your complaint to be dealt with fairly and promptly. Please refer to the Compliments &, Complaints Policy and Procedure for full details. If you are under 18, a parent/guardian or carer may support you at any point in with the procedures. If your complaint relates to an incident of a criminal nature, it should be referred to the Safeguarding and Prevent Team.

THE INFORMAL STAGE

- You should first try to resolve the problem informally. This is often achieved by raising the matter with a tutor, Curriculum Managers or other member of staff.
- If you need support to resolve the problem to your satisfaction you can raise the matter with someone else, for example, your mentor, or TDA (Technical development Advisor). They will take your complaint seriously and do their best to help you to resolve the problem. Most complaints are dealt with at the 'informal stage.'

MAKING A FORMAL COMPLAINT

If you remain dissatisfied after attempting to solve the problem informally you should make a formal complaint. To do this you should complete the Learner/Employer Complaint Form at the bottom of this page. This is also available on Moodle and Make UK website along with the Compliments & Complaints Policy and Procedure. Alternatively, you can ask a member of staff. Formal Complaints must be raised within 90 days of the subject of the complaint arising.

When you have completed the Formal Complaint Form e-mail this to the Compliance Department . hubfeedback@makeuk.org You will receive an acknowledgement for your complaint within 10 working days.

WHAT HAPPENS NEXT

A Senior Manager will investigate your complaint. You will receive confirmation when the investigation is completed. We aim to do this within 20 working days from acknowledgment of the complaint, however this is not always possible if the complaint is complex.


MAKING AN APPEAL IF YOU ARE NOT SATISFIED

If you are not satisfied with the outcome of your complaint you can appeal to the Director of Apprenticeship and Skills (DAS). This must be sent via e-mail to hubfeedback@makeuk.org within 20 working days of investigation acknowledgment completion email.

You will receive an acknowledgement for your appeal. You may be invited to a meeting to discuss the appeal. You will receive communication from the DAS within 20 working days, giving the outcome to the appeal.

People involved in the complaints process

Director of Apprenticeship and skills	Mark Farrant	MFarrant@Makeuk.org
Head of External Delivery	Spencer Wigley	SWigley@Makeuk.org
Compliance Manager/Head of Safeguarding	Jayne Griffiths	JGriffiths@Makeuk.org
Head of Centre Education	Jolene Swift	JSwift@Makeuk.org
Manager of Commercial Management	Terri Holtom	THoltom@Makeuk.org

Policy Author	Policy Signature	Last Review Date	Policy Date	Policy Review Date
Jayne Griffiths Compliance Manager		October 2023	February 2025	February 2026

Formal complaint (Learner/Employer)



Please complete this form if you wish to make a formal complaint. Normally **a formal complaint is made when you have been unable to solve a problem informally**

Please see the notes above, which outline our Compliments & Complaints Policy and Procedure, before you complete this form

PLEASE COMPLETE USING BLOCK CAPITALS

Learner Name	Course Name
Employer Name	Mobile Number
Employer Contact Name	Email Address

If you have tried to resolve your complaint informally, please give details here including who you dealt with

Please give clear details about your complaint, who what why and when (try to be specific)

Please attach any additional pages if necessary

Signature:

Date:

Make UK is committed to confidentiality and protection of the complainant. Should you wish to remain anonymous Make UK will endeavor to maintain this, providing this still allows a thorough investigation to be conducted. However, you should be aware that anonymity may restrict some elements of the investigation or, in some cases, prevent a full investigation from taking place.

Please tick if you give permission for disclosure of your identity to relevant parties for the purpose of the complaint investigation

When completed, send by email to hubfeedback@makeuk.org . You will receive an acknowledgement of receipt of this complaint.