

## **Customer Complaints Policy**

### **Introduction**

This policy applies to all staff employed by and all Employers and Learners engaged with the Apprentice & 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.

EEF is committed to ensuring that all complaints are dealt with in a consistent and practical manner which is both timely and proportionate in outcome.

### **Applicability**

This policy applies to complaints received by Employers of Apprentices and Apprentices training with Make UK.

### **Approach**

The procedure for dealing with complaints is provided to staff and employers as guidance to ensure that all complaints are taken seriously and handled appropriately. Due to multiple reasons for complaints the procedure is focused around correctly logging the complaint, making sure it is signposted into the appropriate business wide procedures and practices and ensuring feedback to customers in a timely fashion.

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

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 Governors in summary unless a specific issue is identified as being significant enough to warrant specific review.

### **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 pertaining 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 Managing Director and company policies and procedures should be applied to secure a suitable resolution and actions taken noted.

Complaints from employers should be directed to the Commercial Manager. Complaints arising from external funding agency or other public or professional bodies or awarding organisations should be directed to Managing Director. The same timescales as above will be followed here.

The appropriate investigation will take place by a member of staff at least one level above the level of the member of staff to whom the complaint is made and as appropriate by staff with specialist skills, e.g. Health & Safety.

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

A timely outcome is desired, an initial confirmation of receipt of a complaint shall take place within 3 working days. It is expected that an Investigation shall be completed, and an outcome response be provided in writing within 14 calendar days. Where this is not possible, then the regular progress update shall be provided.

Policy Author	Policy Signature	Last Review Date	Policy Date	Policy Review Date
Jayne Griffiths Compliance Manager		September 2023	October 2024	October 2025