

Learner and Apprentice Complaints Procedure



Scope of Procedures

This policy applies to Learners and Apprentices. A complaint can be made on any grounds by any dissatisfied person.

This Procedure will be subject to periodic review and amendments may be made from time to time.

Purpose

The purpose of this Procedure is to enable learners to raise concerns about problems at work or college regarding working conditions or relationships with colleagues (this includes discrimination, victimisation, bullying and harassment).

Principles

Rutland Adult Learning expects, and is committed to ensuring that all Learners are treated fairly and treat others fairly, respectfully and in accordance with its Equality and Diversity Policy. Rutland Adult Learning & Skills Service wants you to receive the best possible service at all times. All complaints, whether written, oral, identified or anonymous will be investigated.

The designated complaints coordinator for Rutland Adult Learning is the Information and Guidance Officer (IAG). Complaints should be addressed to Rutland Adult Learning and Skills Service Unit 16a Ground Floor, Oakham Enterprise Park, Ashwell, Oakham, Le15 7TU. Telephone 01572 758122, or email rpusch@rutland.gov.uk.

Procedures for dealing with complaints.

Procedures for dealing with complaints should be as follows:

- In the first instance complaints should be directed to the learner's assessor. If the matter cannot be resolved to the learner's satisfaction, then a formal complaint may be made in writing and forwarded to the Complaints Co-ordinator.
- Oral complaints will need to be followed up with a written/emailed complaint.

- On receipt of a written complaint a unique reference number will be assigned, consisting of the month and year (mm/yy) followed by the complainant's surname, for example 10/08/Johnston unless or until the comment is dealt with if anonymity is requested.
- The complaints co-ordinator is responsible for allocating the complaint to the most appropriate member of staff for action. A formal response must be sent to the learner within 21 working days from receipt of the complaint. The Complaints Co-ordinator will acknowledge all written complaints within 5 working days by sending a letter or email to the complainant.
- The complaint will be entered into the complaints log which is kept updated by the Complaints Co-Ordinator. The Log will be reviewed regularly by the Performance and Quality Officer.
- The Complaints Officer will be responsible for following up the complaint with the member of staff until the complaint has been dealt with, and will ensure that a copy of all the paperwork, with the formal reply is filed for reference.
- Each term (see dates on Quality Calendar), a report will be produced for consideration at the management meeting

Date	Reason for Review	Next Scheduled Review
May 17	Annual Review	May 18
May 18	Annual Review	May 19
May 19	Annual Review	May 20