



## Employer Complaints Policy and Procedure

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### SCOPE OF THE POLICY

1. New College of the Humanities (the College) is committed to ensuring a high-quality educational experience for the students and providing high-quality services and facilities for employers of apprentices. However, there will be instances when employers may feel dissatisfied with their experience of facilities or services provided by the College or with the way the College or its staff have acted or omitted to act in its delivery of its services.
2. If it is necessary to pursue a complaint formally, the Employer Complaints Policy and Procedure (policy) sets out how employers may seek to have complaints addressed.
3. The College has a separate student complaints procedure for apprentices, which can be found in the [Academic Handbook](#).

### GENERAL PRINCIPLES

4. This policy has been established with the aim, where possible and appropriate, of resolving complaints informally through negotiation between those individuals who are immediately concerned with the matter. The College recognises, however, that some issues cannot be resolved by informal means and may require the intervention of outside parties. The formal stages of the policy are, therefore, available in these instances.
5. Complaints will be dealt with sensitively and in confidence, with due regard to any applicable legislation. This procedure does not replace any rights of the employer relating to any contractual agreements between the College and employer.
6. The College intends to manage complaints in a manner in which:
  - 6.1. Complaints will be attempted to be resolved informally and at the earliest opportunity.
  - 6.2. Complaints will be treated seriously, as expeditiously as possible, and in a consistent fashion.
  - 6.3. Complaints will be treated in a rigorous and fair manner with sensitivity and with minimum stress to all parties concerned.
  - 6.4. Submission of a complaint will be treated with transparency and impartiality, and not lead to recrimination.
  - 6.5. Privacy and confidentiality will be maintained except where disclosure is necessary to progress the complaint.

- 6.6. Complaints will be dealt with having due regard to UK legislation. <sup>1</sup>
- 6.7. Ensures the College's services improve as an outcome of the complaint if applicable.

### STAGE 1 – INFORMAL COMPLAINT

7. Where possible, complaints should be notified to the Director of Operations (Apprenticeship) (DOA) as the College's aim is to resolve the complaint as directly and informally as possible. Contact details are also included in the Commitment Statement and in the written agreement with the College.
8. Acknowledgement of the complaint will be given within two working days and a full response provided within 10 working days. If the employer is dissatisfied with the outcome, a formal complaint should be made.

### STAGE 2 – FORMAL COMPLAINT

9. To make a formal complaint, the matter should be put in writing to the **Head of Quality Assurance (HQA)**. This notification should set out the matter in full, with any available evidence, and an indication of the sought resolution. The complaint will be acknowledged within two working days.
10. An Investigator will be appointed, who will be someone who has not previously been involved with the complaint. They will review the complaint and will have the option to speak to the persons involved.
11. As a course of resolution, mediation may be offered, which will be communicated to the employer.
12. A full response will be provided within 15 working days.

### STAGE 3 – REVIEW

13. If the employer is not satisfied with the outcome of the investigation and proposed remedial action, a review may be requested, in writing within 10 working days of receipt of the response, by the employer to the HQA.
14. The HQA will acknowledge receipt of the review request, within two working days, and will appoint an independent reviewer to ascertain that procedures were correctly followed, as articulated. The complaint will not be re-investigated unless new evidence is provided.
15. A full response will be provided within 10 working days.

### STAGE 4 – ESCALATION

16. Employers may raise issues, concerns or complaints with the Education and Skills Funding Agency (ESFA) through the apprenticeship helpdesk: 08000

<sup>1</sup> GDPR 2018; The Consumer Rights Act 2015; Consumer and Marketing Authority

150400 or [email](#). The ESFA Guide to making a complaint can be found on [GOV.UK](#).

### REVIEW AND MONITORING

17. The HQA will record all complaints and the Apprenticeship Management Board review all complaints and the procedures to enable improvements to be made to its services and facilities.
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<b>Title: Employer Complaints Policy</b>					
<b>Approved by: Academic Board</b>					
Version number	Date approved	Date published	Owner	Location	Proposed next review date
2.0	September 2020	September 2020	Head of Quality Assurance	Academic Handbook; Policies & Procedures; Apprenticeships Policies & Procedures	July 2021
1.0	December 2019	-	Head of Quality Assurance	-	July 2021
Referenced documents	Student Complaints Policy and Procedure				
External Reference Point(s)	Education and Skills Funding Agency				

**ANNEX 1 - PROCESS FLOW OF COMPLAINT TIMELINES**

