HTP APPRENTICESHIP COLLEGE LTD

COMPLIMENTS AND COMPLAINTS PROCEDURE

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1. Aims

HTP Apprenticeship College Ltd (HTP) regard any stakeholder feedback as important to improving service delivery. The complaints policy aims to ensure all stakeholders know how to direct their concerns to the appropriate personnel within HTP, and when addressing their complaint to an external agency is warranted.

2. Rationale

The HTP Complaints Procedure sets out the process for the employer and/or apprentice to follow for resolving any queries or complaints regarding the apprenticeship, including quality. This procedure shows you what steps to take to raise your query or complaint and, if necessary, the escalation routes to take if the query or complaint is unresolved. HTP is committed to resolving any query or complaint you have speedily and where possible, at the point of delivery.

It is the responsibility of HTP, or the delivery partners working with HTP to ensure that all queries and complaints are dealt with accurately, fairly and in a timely manner. All apprentices are issued with a copy of the procedures upon commencement of their programme of learning.

3. Definitions

HTP defines compliments, comments, feedback and complaints in the following way:

- A compliment is defined as a polite expression of praise or admiration. This could be communicated orally or in a written form, such as a formal letter, email or thank you card.
- A comment is defined as a verbal or written remark expressing an opinion or reaction.
- Feedback would generally be information about reactions to a product, service or a person's performance of a task, which is used as a basis for improvement, development (constructive feedback) or praise (positive feedback), which would not necessarily require a formal response.
- A complaint is defined as an oral or written expression of dissatisfaction about an aspect of a service, staff or facilities which requires a response (either informal or formal).

A complainant may be a student or stakeholder that indicates dissatisfaction with the current level of service, a staff member or an HTP facility. Apprentices, learners and stakeholders are defined as; local partner agencies, parents, guardians and carers of HTP apprentices or learners, employers, members of the public who may access, receive or benefit from the services available from HTP, all part time and full time Apprentices and learners enrolled on a programme or course at HTP or with a partner organisation working with HTP, Sub-contractor or partnership working providers.

4. How to make a complaint about HTP Apprenticeship College Ltd

If an apprentice, employer or stakeholder wishes to make a formal complaint, this should be made in writing (including email) to the member of staff dealing with the complainant. If you need to complain about a particular member of staff please direct your complaint to the line manager of that member of staff. If you wish to complain about an organisation working with HTP to deliver any aspect if training please make sure that you contact an HTP Line manager or Director in the first instance. HTP should be made aware of the request at the earliest opportunity. If the complaint pertains to senior management, or head office personnel, the information should be directed to the Chief Executive, and company policies and procedures will be applied to secure a suitable resolution and actions taken will be recorded and communicated to the complainant.

The complainant should be encouraged to provide detailed information to enable a fair investigation to be undertaken. This should include:

- Say what the problem is
- Say what you want to happen
- Provide a means of contacting the complainant
- Provide information on any relevant communication with us on the subject, including, for example, any reference numbers on letters or emails, and the times and dates of any conversations
- Address your complaint to the person responsible if you have their name. Please don't send copies of the same letter or email to multiple staff at HTP. If in doubt send you complain to Rachael Randall (Chief Executive)

Most queries of complaints will be dealt with at this point, but HTP recognises that procedures must be in place should this not be the case. In the first instance the complainant you should contact;

THE CHIEF EXECUTIVE
HTP APPRENTICESHIP COLLEGE LTD
The Old Grammar School Campus
118-119 St James Street
Newport
Isle of Wight
PO30 5HE
Contact email; Rachael.randall@htp.ac.uk
Telephone 01983 533926

5. Treatment of compliments and complaints

Compliments
HTP will offer a wide range of opportunities for submission of positive feedback and comments including: during enrolment, induction and open days, 1-2-1 reviews, learner feedback sessions (where applicable) and via social media. Positive comments can also be left with and HTP member of staff, particularly line managers. Where positive feedback is received it will be brought to the attention of the relevant member of staff and the Senior Management team were appropriate. Positive feedback may be used to inform other stakeholders via marketing materials, quotes or similar. Where this is the case HTP will endeavour to seek the permission of the stakeholder who provided the positive feedback wherever possible.

No formal responses are necessarily required for compliments, unless permission is required for use for marketing purposes.

Generic Complaints
When HTP receive a complaint, we immediately refer it to an appropriate staff member who will then carry out an investigation. We will reply in writing, or by telephone, within 15 working days from when we receive your complaint. If it is not possible for us to fully respond to you within this time, we will let you know and tell you what we are doing to deal with your complaint, when you can expect the full reply and from whom.

We will always acknowledge where things could have been done better and tell you what we will do to avoid the same thing happening again. Equally, if we don't agree with your complaint, we will let you know why.

The line manager will monitor the progress of the complaint until conclusion. They will also decide whether operating procedures need to be amended or whether the complaint requires a company-wide review and changes.

Responsibility of HTP

- HTP will acknowledge the formal complaint and respond in line with HTP Procedures
- Deal reasonably and sensitively with the complaint

- Take action where appropriate
- Welcome issues being brought to its attention to enable it to improve its services.

Responsibility of the Complainant

The complainant will be expected to:

- Bring their complaint to the College's attention, as quickly as practicably possible
- Explain the problem as clearly and as fully as possible, including any action taken to date
- Allow HTP reasonable time to deal with the matter
- Recognise that some circumstances may be beyond HTP's control.

Safeguarding Complaints

A complaint pertaining to the safety and/or wellbeing of an apprentice or learners will be referred to one of the Designated Safeguarding officers at HTP.

Qualification Complaints

Please note that a complaint pertaining to qualifications should use the HTP Apprenticeship College Appeals Procedure. This is available either on the HTP Apprenticeship College website or via your usual HTP contact.

Malicious Complaints

HTP may consider invoking further action in those cases where complaints are found to be malicious. A malicious complaint is defined as a complaint which is patently unsustainable, having been put forward so as to abuse the process of the complaints procedure or, for example, to attempt to defame the name or character of another person.

Anonymous Complaints

Complaints require investigation to enable resolution; where a complaint is made anonymously, it will not be possible to undertake such an investigation. For practical reasons, therefore, normally no action will be taken in the event of complaints made anonymously.

6. If you are not satisfied following the complaint outcome

The full reply to your complaint will include details of who to contact next if you think we haven't dealt with it properly. This will normally be an appropriate senior member of staff or Director of HTP.

If you feel that the query or complaint has not been dealt with in an appropriate manner or is too serious to be dealt with informally, you should make a formal request by writing to the relevant HTP Apprenticeship College Training Manager, clearly stating the facts as you perceive them. This would be the case if your query or complaint refers to the staff or services provided by a delivery partner on behalf of HTP Apprenticeship College. The Training Manager will communicate with you directly and is likely to inform HTP Apprenticeship College Directors of your query or complaint. Should the Training Manager not respond promptly and clearly to your query or complaint, at that stage you should write directly to HTP Apprenticeship College's Chief Executive detailing the original query or complaint.

It is HTP Apprenticeship College's intention to deal with any queries and complaints in a fair and timely manner. If you believe that we have not done this, after you have followed the above procedure, your final course of action would be to raise the query or complaint with the Department for Education (DfE) via the National Apprenticeship helpdesk email: helpdesk@manage-apprenticeships.service.gov.uk or by telephoning 08000 150600.

7. Questions we can't help with

The procedure explained here is not for complaints about particular Government policies. If you have a complaint about a policy, you can contact the DfE, or alternatively contact your local MP.

8. Complain about Local Authority Children's Services

If you need to complain about children's social care or the child death review process within a local authority, you should approach the local authority directly. All local authorities must set up a complaints procedure. Contact your local authority directly to find out how to make a complaint.

Contact your local ombudsman if you feel your complaint was not handled according to the local authority's complaints procedure. You should also contact your local ombudsman if you wish to complain about the way your local authority handled a child death review.

9. Report a concern about a child or young person's safety or welfare

If you are concerned about a child or young person, you should:

- Contact a member of staff at HTP immediately to report that concern or any incident. That member of staff will then decide which actions to take and which organisations may need to be contacted.
- In the absence of an HTP member of staff;
  - call 999 if you think the child or young person is in immediate danger
  - call the local police on 101 if you think a crime has been committed against the child or young person
  - contact your local council if you think a child or young person is at risk or is being abused or neglected

10. Whistleblowing

If you work in an early years or educational setting, or a children's social care service, and are concerned about suspected wrongdoing, you should follow the institution's process for 'blowing the whistle'.
If you are a professional with concerns about how child protection issues are being handled in your organisation, or another organisation, you should contact the national child abuse whistleblowing advice line on 0800 028 0285 or help@nspcc.org.uk.
All local-authority-maintained schools should set up a whistleblowing procedure.

11. Our Customer service standards

We aim to:

- respond to your letters and emails (including complaints) within 15 working days,

- answer at least 80% of calls within 30 seconds between 9am and 5pm Monday to Thursday and 9am to 4:30pm on Friday
- give you a response from the person best placed to answer your questions or provide the advice you need
- be as polite, clear and helpful as possible
- encourage you to give us feedback on our service so we can improve it

However, we cannot and will not respond to complainants who use obscenities, racist, sexist or homophobic language, or who are personally offensive about members of our staff.

12. Report Fraud

If you believe there is fraud or financial wrongdoing at HTP or an associated partner organisation email full details, including the name of the organisation, to; Malcolm.randall@htp.ac.uk.

We will investigate cases where there is enough evidence. During an investigation, we will try to keep your identity confidential, but we cannot guarantee it. In sufficiently serious cases, we may reveal your identity to the police or other authorities.

13. Policy Review

The Compliments and Complaints Policy is subject to regular review. The policy and the implementation arrangements which underpin it will be formally reviewed on a three-year cycle with an annual appraisal of procedures and documentation. Review will take into account the views of Apprentices, Learners, Staff and other stakeholders. HTP reserves the right to make whatever changes it deems appropriate.

The Directors will track the progress of all complaints and will provide quarterly feedback to the Senior Management Team summarising the complaints and outcomes.