



Student, Employer and External User Complaints Policy



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Applicability:	All academic and business functions
Linked policies	Apprentice Appeals Policy

Version	Date	Reason for Update
1.0	18.03.2021	Document Created
2.0	February 2022	Updated to include apprentices and external businesses

Document Control

Complaints Policy

This will address apprentices, employers and external users in making complaints.

All EMA Training apprentices and external users have the right to make a complaint about any aspect of their apprentice experience or services provided. EMA Training Limited will not discriminate against anyone who chooses to make a formal complaint.

All employees should refer to the Grievance Policy

Complaints Procedure

- First step is to discuss the complaint with a member of the team at EMA Training, where this may be possible to resolve the complaint through informal discussion.
- If it has not been possible to resolve informally the external customer should provide a written complaint signed and dated to:
- James Stafford at: *EMA Training Limited
Progress House,
4 Siddals Road,
Derby,
Derbyshire,
DE1 2PW*
- An acknowledgement letter will be sent within 5 working days
- A full investigation will be undertaken and a discussion on any action required will be made; EMA Training may also choose to invite you to address the complaint in person.
- A written notification of the outcome will be sent within 20 working days.
- If the external user is not satisfied with the outcome they should write to Company Chief Executive Officer, Tracey Mosley asking her to reconsider the case.

Awarding Bodies

AAT Appeals - <https://www.aat.org.uk/assessment/enquiries-and-appeals>

BCS Appeals - <https://www.bcs.org/media/2474/training-provider-appeals-policy.pdf>

ICB Appeals - <https://www.bookkeepers.org.uk/out/189132/ICB-Appeals-Policy.pdf>

CIM Appeals - [compliments-complaints-policy.pdf \(cim.co.uk\)](https://www.cim.co.uk/compliments-complaints-policy.pdf)

Organisation funding EMA Training to deliver apprenticeships across provisions:

Education and Skills Funding Agency : [Complaints procedure - Education and Skills Funding Agency - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/complaints-procedure-education-and-skills-funding-agency)

Organisation that provides inspector to visit, inspect and report on the quality of EMA Training's place of education and learning:

OFSTED : [Complaints procedure - Ofsted - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/complaints-procedure-ofsted)

Signed by Tracey Mosley, CEO

A handwritten signature in black ink that reads "T Mosley". The signature is written in a cursive style. To the right of the signature is a large, light green graphic consisting of a circular arrow pointing upwards and to the right, with a white arrowhead.

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