



## **Student, Employer and External User Complaints Policy**



**2 Siddals Road  
Derby  
Derbyshire  
DE1 2PW**

**[info@ematraining.co.uk](mailto:info@ematraining.co.uk)**

## 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:  
Director of Apprenticeships at: *EMA Training Limited*  
*2 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>

CIPP Appeals: <https://www.cipp.org.uk/about-us/contact-us.html>

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

ACCA Appeals: <https://www.accaglobal.com/gb/en/footer-toolbar/contact-us/make-a-complaint-about-an-acca-member.html>

CIMA Appeals: <https://www.aicpa-cima.com/resources/landing/how-to-make-a-complaint-of-misconduct>

## 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/government/uploads/system/uploads/attachment_data/file/611111/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/government/uploads/system/uploads/attachment_data/file/611111/complaints-procedure-ofsted)

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<b>Applicability:</b>	All academic and business functions
<b>Linked policies</b>	Apprentice Appeals Policy

### Document Control

<b>Version</b>	<b>Date</b>	<b>Reason for Update</b>
1	March 2021	Document Created
2	February 2022	Updated to include apprentices and external businesses
3	February 2024	Updated to remove ICB and add CIMA, ACCA and CIPP Director of Apprenticeships added to procedure. James Stafford removed
4	June 2025	Address updated