



Student, Employer and External User Complaints Policy



Complaints Policy

This policy is for all learners, employers, and external users who wish to make a complaint.

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

Any employees of EMA who wish to make a complaint should do so via a grievance. Please refer to the grievance policy for details.

Complaints Process

Before making a formal complaint and only if appropriate to do so, the issue should first be discussed informally with the manager of the member of staff or department the complaint is against.

If it has not been possible or appropriate to resolve the complaint informally a formal complaint should be raised with the Director of Apprenticeships either via post or email using the details below:

Director of Apprenticeships
EMA Training Ltd
2 Siddals Road, Derby, Derbyshire, DE1 2PW

laura.barber@ematraining.co.uk

Please clearly identify your correspondence as a formal complaint.

Formal acknowledgement of the complaint will be sent within 5 working days of receipt of the complaint.

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 of the complaint will be sent within 20 working days of original acknowledgement of receipt.

If the external user is not satisfied with the outcome, they should write to the Managing Director who will review the original complaint. Please do this using the details below:

Managing Director
EMA Training Ltd
2 Siddals Road, Derby, Derbyshire, DE1 2PW

tracey.mosley@ematraining.co.uk

If you require support to submit a complaint due to a disability or any other reason, please contact us so we can provide appropriate assistance.

All complaints will be handled confidentially.

Awarding Bodies/EPAOs

If your complaint is in relation to awarding body or EPAO decisions or actions, these should be sent directly to the awarding body or EPAO. Links to their appeals/complaints can be found below. It is recommended that these are discussed with EMA Training in the first instance so we can offer advice and guidance.

Awarding Body / EPAO	Link
AAT	https://www.aat.org.uk/assessment/enquiries-and-appeals
BCS	https://www.bcs.org/media/2474/training-provider-appeals-policy.pdf
CIPP	https://www.cipp.org.uk/about-us/contact-us.html
CIM	compliments-complaints-policy.pdf (cim.co.uk)
ACCA	https://www.accaglobal.com/gb/en/footer-toolbar/contact-us/make-a-complaint-about-an-acca-member.html
CIMA	https://www.aicpa-cima.com/resources/landing/how-to-make-a-complaint-of-misconduct
DSW	https://www.dswlearning.co.uk/wp-content/uploads/2025/05/DSW-Appeals-Policy-8.pdf

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Document Control

Version	Date	Reason for Update
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
5	July 2025	Address within policy updated Added DSW as an EPAO Updated references of ESFA to DfE Changed word 'apprentice' to 'learners' as policy relevant to all learners of EMA not just apprentices CEO updated to MD Added in option to complain via email Updated some wording to read clearer