


# Serco Ltd

## Apprenticeship

### Complaints & Appeals Policy

#### Document details

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<b>Signature</b>	

#### Introduction

This document incorporates how we will as a business:

- Define what a complaint is – Reference: 2.
- Explain how to raise a complaint – Reference: 3, 4.
- Clarify how long it takes for a complaint to be resolved– Reference: 3.4, 4.3

#### 1. Overview

- 1.1 This policy applies to all learners registered on an external apprenticeship delivered by Serco. This document sets out guidance regarding how to make a complaint and the procedure to follow.
- 1.2 Serco is committed to providing a duty of care to its apprentices and to deliver a high standard of training.

#### 2. Definition of a Complaint

- 2.1 A complaint is a situation in which a Learner or Employer raises a concern that a Serco apprenticeship is not delivered as it should be in accordance with the statutory requirements, or that they consider that there are other issues in relation to the apprenticeship programme.
- 2.2 Reasons for formal complaints could include:
  - Breach of Health & Safety legislation
  - Breach of Equal Opportunities legislation

- Discrimination, bullying, abuse (physical or verbal)
- Quality of training being provided
- Quality of pastoral support being provided
- Quality of administrative support being provided

### **3. Complaint – Stage 1**

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- 3.1 All complaints will be dealt with in a prompt and fair manner.
- 3.2 Any formal complaints should be put in writing and addressed to [Sercoprovider.support@serco.com](mailto:Sercoprovider.support@serco.com). This will then be directed to the relevant Apprenticeship Programme Manager who is also responsible for the assurance of the programme. This individual will address the formal complaint, resolving it whenever possible.
- 3.3 We will let you know we have received your complaint within 5 working days of receiving it.
- 3.4 You will receive a full response within 15 working days. If this is not possible, we will send you an email explaining why there is a delay and saying when you will receive a full response.
- 3.5 Should you be unhappy with the response then you must explain the reasons why and put this in writing within 5 working days of receiving our email. The response will give you the chance to have your complaint dealt with in the second stage of the complaints procedure if you are still unhappy.
- 3.6 Communication will be via email unless you state that you prefer that we communicate with you by letter.
- 3.7 We take formal complaints very seriously and as a result of any formal complaint (whether fully, partially or not upheld), we will ensure that our quality assurance procedures are reviewed in relation to the nature of the formal complaint.

### **4. Complaint – Stage 2**

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- 4.1 We will let you know we have received your complaint within 5 working days of receiving it.
- 4.2 A member of the apprenticeship senior leadership team will look into the complaint; this will not be the same person who has investigated Stage 1 of your complaint.
- 4.3 We will send you a summary of your complaint within 20 days which will:
- outline the complaint
  - say how you want the complaint to be solved
  - final decision confirming the outcome of your complaint

- 4.4 If you are not satisfied with the outcome of the complaint you can contact the Education & Skills Funding Agency: <https://www.gov.uk/government/publications/sfa-complaints-procedure-about-providers> who will help to resolve the complaint.

## 5. Further Information

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- 5.1 This complaints and appeals procedure is designed to offer the apprentice or their employer a formal and structured process to make a complaint or appeal.
- 5.2 The complaints and appeals procedure is a mandatory and standardised process which provides the apprentice or employer with a time bound, systematic, and documented procedure that we the training provider will implement and follow in the event of a formal appeal or complaint being made.
- 5.3 Serco will:
- 5.3.1 Clearly communicate with all apprentices the complaint and appeals procedure during the induction
  - 5.3.2 Record, monitor and validate all appeals and complaints.
  - 5.3.3 Submit the appeal to the relevant organisation if the apprentice/employer continues to consider that a decision or occurrence disadvantages them after all internal appeals or complaints procedures have been exhausted.
  - 5.3.4 Keep accurate and legible records of all appeals for inspection by the relevant organisation for a minimum of 18 months.
  - 5.3.5 Take all the required and appropriate action to protect the interests of the apprentice/employer and protect the integrity of Serco, and the apprenticeship being delivered and assessed.
  - 5.3.6 Have in place robust monitoring processes that routinely review the complaints and appeals procedure.
- 5.4 We work very hard to ensure all of our apprentices and their employers have the best possible experience when training with Serco. This means we constantly monitor our feedback and complaints and do our best to resolve any issues that may arise. Should you find that you have a reason to raise a complaint you can follow the procedure above.