

## Complaints Policy and Procedure

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#### **1. Purpose**

At Francesco Group we are committed to providing high quality services for all, taking account of users' views, and using the findings to promote and develop capacity for sustainable improvement.

This document details our complaints procedure. A complainant may be an apprentice, prospective apprentice, parent, employer, or any other interested party that indicates dissatisfaction with the current level of service and/or training provided.

#### **2. Responsibility**

- 2.1 Overall responsibility for this procedure lies with the Director of Operations.
- 2.2 Day to day responsibility for implementation of this procedure lies with the Senior Management Team.
- 2.3 All staff have a responsibility to try to resolve complaints prior to using the Complaints Procedure.
- 2.4 All staff have a responsibility to forward formal complaints to the Senior Management Team.

#### **3. How to make a formal complaint**

3.1 You can make a complaint in the following ways:

- In writing – by completing the Complaints Form
- By e-mail – [andrea@fgapprenticeships.co.uk](mailto:andrea@fgapprenticeships.co.uk) (Director of Operations)
- By telephone – 01785 216183

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3.2 If your complaint is on behalf of another person, we will need their permission before we can disclose any information to you.

3.3 For parent(s)/guardian(s)/ward(s) acting on behalf of a dependent, permission obtained as part of our recruitment process will be considered.

3.4 We will need as much detail as possible from you, for example:

- Your name (and the name of the person that you are representing, if applicable).
- Date of birth
- Course (if applicable)
- Full details of your complaint (i.e., dates/names of people involved).
- Contact details

3.5 We will ask you for Equality and Diversity Information, for example Gender and Ethnicity. Providing these details helps us to make sure that all people are treated fairly.

3.6 An investigation may not be possible or could be limited for anonymous complaints, depending on the amount of information provided by the complainant.

3.7 Complaints should be raised within six months of the original issue so that evidence is available for the investigation.

3.8 Complainants should be aware that our staff have the right to work in a pleasant and safe environment and any violent or abusive behaviour towards staff will not be tolerated.

## 4. Policy

Francesco Group:

4.1 Will investigate your complaint thoroughly and objectively and it will be regularly monitored by the Director of Operations.

4.2 Aims to resolve your complaint within ten working days – however some complaints, especially if the issue is more difficult to resolve, may take longer. Where possible we will advise you an approximate timescale for a resolution (dependent on the complexity of the issues raised).

4.3 Will identify actions from complaints received to improve and develop our services.

## 5. Procedure

### 5.1 Apprentices

- 5.1.1 If an apprentice has a concern, it should initially be raised with their Educator or Relationship Manager (or an alternative member of staff if that is not appropriate). The member of staff must take every opportunity to resolve the complaint informally.

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- 5.1.2 If an informal resolution is not possible, a Complaints Form should be completed by the apprentice (with assistance of a member of staff if required) and sent to the Director of Operations. If the complaint is received by telephone or e-mail, the member of staff can record the details on behalf of the complainant and send it to the Director of Operations/Senior Management Team.
- 5.1.3 We will ensure that apprentices will not be treated less favourably if they make a complaint, if this is found to be the case staff disciplinary procedures will be followed.
- 5.1.4 Apprentices should be aware that malicious complaints received in any form will be dealt with in line with the Behaviour Management and Disciplinary process.
- 5.1.5 Formal complaints are logged and acknowledged within two working days of receipt. The Director of Operations/Senior Management Team will then investigate the issues that you have raised.
- 5.1.6 The outcome will be communicated to you by your preferred method of contact (where possible).

## 5.2 All Other Complainants

- 5.2.1 Can contact the Director of Operations/Senior Management Team directly using the contact details in section three (page one) of this document.
- 5.2.2 Complaints are logged and acknowledged within two working days of receipt. The Director of Operations/Senior Management Team will then investigate the issues that you have raised.
- 5.2.3 The outcome will be communicated to you by your preferred method of contact.

## 6. Complaint Appeals Process

- 6.1 The complaint appeals process does not cover appeals against assessment and verification, behaviour management and disciplinary. Please refer to the relevant policies or ask a member of staff for more information.
- 6.2 If you are dissatisfied with the outcome of your complaint, you may appeal against the decision within ten working days of our response. If we do not receive an appeal during this period, your complaint will be closed, and this will conclude the complaints process.
- 6.3 Complaint appeals are investigated by the Managing Director, independent of the original complaint and the above timescales will apply. The outcome of this appeal concludes the complaints process.
- 6.4 If your complaint relates to an apprenticeship funded by the Education & Skills Funding Agency (ESFA) and the above Appeals Process has been exhausted, you can contact the Education & Skills Funding Agency within 12 months of the appeal decision using the contact details below:

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Customer Help Portal  
<https://customerhelpportal.education.gov.uk>

Postal Address:  
Complaints Team  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

If you are unhappy with the ESFA response, you have the right to complain to the Parliamentary and Health Service Ombudsman (<https://www.ombudsman.org.uk/>), through your local MP (<https://members.parliament.uk/FindYourMP>).

## 7. Supporting Documentation

Complaint/Complaint Appeals Form

Signed:  .....

Position: DIRECTOR OF OPERATIONS .....

Date: 15.04.24 .....

Next Review Date: October 2024

## COMPLAINT/COMPLAINT APPEALS FORM

If you need help to fill in this form please ask a member of staff to assist you.

Please forward complaints to:

Director of Operations  
 Francesco Group  
 4 Bailey Street  
 Stafford  
 ST17 4BG

Alternatively you can email or telephone the Director of Operations:-

e-mail: [andrea@fgapprenticeships.co.uk](mailto:andrea@fgapprenticeships.co.uk) Tel: 01785 216183

Please forward complaint appeals to: [bendellicompagni@fgapprenticeships.co.uk](mailto:bendellicompagni@fgapprenticeships.co.uk) (Managing Director)

### Complainant Details (This section is to be completed by all complainants)

|                   |  |            |  |
|-------------------|--|------------|--|
| Name:             |  |            |  |
| Address:          |  |            |  |
| Telephone Number: |  | Mobile No: |  |
| Date of Birth:    |  |            |  |
| Email:            |  |            |  |

Equality and Diversity information - Providing the following details helps is to make sure that all people are treated fairly.

| Complainant |  |        |  |          |  |       |  |
|-------------|--|--------|--|----------|--|-------|--|
| Apprentice  |  | Parent |  | Employer |  | Other |  |

| Age      |  |       |  |       |  |     |  |                   |  |
|----------|--|-------|--|-------|--|-----|--|-------------------|--|
| Under 16 |  | 16-18 |  | 19-25 |  | 25+ |  | Prefer not to say |  |

| Disability |  |   |  | Gender            |  |      |  |        |  |                   |  |
|------------|--|---|--|-------------------|--|------|--|--------|--|-------------------|--|
| Y          |  | N |  | Prefer not to say |  | Male |  | Female |  | Prefer not to say |  |

| Ethnicity       |  |                          |  |                   |  |             |  |         |  |
|-----------------|--|--------------------------|--|-------------------|--|-------------|--|---------|--|
| Bangladeshi     |  | Black African            |  | Black Caribbean   |  | Black other |  | Chinese |  |
| Indian          |  | Mixed/Multiple Ethnicity |  | Other Asian       |  | Pakistani   |  | English |  |
| Any Other White |  | Any Other Ethnic Group   |  | Prefer not to say |  |             |  |         |  |

### Representative Details (Please only complete if you are contacting us on behalf of the Complainant)

|                   |  |            |  |
|-------------------|--|------------|--|
| Name:             |  |            |  |
| Address:          |  |            |  |
| Telephone Number: |  | Mobile No: |  |
| Date of Birth:    |  |            |  |
| Email:            |  |            |  |

