

escalla's Complaints Policy and Procedure

Aim

To provide a complaints process available to all escalla candidates (including prospective candidates), course providers, course directors and associated staff which is transparent, fair and equitable and seeks to resolve all complaints in a timely and professional manner.

What is a complaint?

A complaint is any expression of dissatisfaction, whether oral or written, from or on behalf of an eligible complainant about escalla's provision of, or failure to provide, a service.

What constitutes a complaint?

The conduct and behaviour of a staff member and/or the course provider is alleged to have fallen below the complainant's expectations.

The service or quality of experience provided by a course provider and/or their associated staff is alleged to have failed to meet expectations.

A course director and/or the provider is alleged to have failed to deliver the service required by the Provider Agreement; or that they (or any associated staff) failed to follow the procedures set out in the relevant escalla apprenticeship Quality Manual (including guidance contained in the appropriate award handbook and guidance notes).

A failure to reasonably ensure a candidate's safety and well-being is alleged against a course staff member and/or the course provider.

An allegation of discrimination in breach of the Equality Act 2010

Complaint Procedure

Stage One

The complainant should seek resolution directly with the individual involved. If it involves any aspect of the work undertaken by escalla or its representatives/paid staff, then the complainant should contact the representatives/paid staff direct.

Stage Two (Formal)

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed by escalla. Notifications of formal complaints should be lodged with escalla within three months of date of complaint occurring.

The complainant should formally submit the following information to escalla via email or in writing:

- Their name
- Their address
- Contact number
- Email address

Nature of complaint

This should outline:

- Factual summary of what happened. This should clearly state why it was significant, inappropriate or unacceptable to the complainant.
- Who does your complaint concern (name of individual and their job role)
- If the complaint involves multiple/recurring issues then examples, with specific details, should be provided.
- An acceptable resolution for the complaint

If it involves an apprenticeship

Provide the following details:

- Apprenticeship name
- Apprenticeship start date

Timescale

Complaints should be acknowledged by escalla within 3 working days. A record of all correspondence will be kept to assist with any potential future investigation by escalla. The acknowledgement should name who the Lead for the complaint investigation is and the timescale for the complainant to be notified of an outcome to their formal complaint. Normally complaints are dealt with within 28 working days of escalla acknowledging receipt.

At this stage, the complaint will be passed to the appropriate escalla staff to deal with: The Complaint Investigation Lead will seek to ascertain the key facts of the case. To assist in this process the Complaint Investigation Lead will appoint an advisory panel consisting of two escalla representatives.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, any conclusions that were reached and any action taken as a result of the complaint.

Final Appeal Against Complaints Process Outcome

If the outcome from Stage 2 is not acceptable to any involved party they have a right of Final Appeal against the outcome.

Notification of such an appeal should be made, no later than, within one month of receiving notification of the outcome of a Stage 2 (Formal) complaint from escalla.

Appellants should formally lodge their appeal with escalla. On receipt escalla will form a Final Appeal Panel.

The Final Appeal Panel will be made up of three senior post holders from the escalla organisation. These panel members will have not been involved with earlier stages of the appeal process.

Timescale

Final Appeals against the Complaints Process Outcome should be acknowledged by escalla within 3 working days. The acknowledgement should name who the Lead for the Final Appeal Panel is and the timescale for the complainant to be notified of an outcome to their Final Appeal. Normally Final Appeals are dealt with within 28 working days of escalla acknowledging receipt.

Monitoring and learning from complaints

Complaints are reviewed as part of the regular escalla Staff meetings to identify any trends which may indicate a need to take further action.