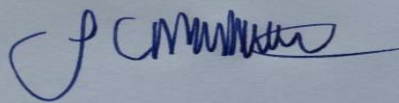




DH Associates Ltd

Complaints Policy

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|--------------------------|---|----------------|
| Managing Director | Jueliya Mc Mahon | 31 August 2021 |
| |  | |
| Review Date | Senior Leadership Team | 31 August 2022 |

DH Associates Complaint Policy

Policy Aim

DH Associates (DHA) strives to ensure all learners and employers have an excellent service. If anything is going wrong we want to know and ensure we resolve and improve our service.

What is a complaint?

Complaints may be made by anyone receiving a service from DH Associates. This includes all learners, commercial or funded such as apprentices and all employers. Complaints may be about a member of staff, the learning delivery or assessment decisions.

Complaints Procedure

1. The first point of contact for learners is their trainer or employer. Trainers in receipt of a complaint shall take immediate steps to try and resolve the issue. This must be reported to DH Associates manager.
2. The first point of contact for employers is the Business Development Team and any complaints received can be resolved at by them or where appropriate passed to the Director of Quality & Compliance for investigation under the procedure outlined below.
3. If the complaint cannot be resolved informally the Director of Quality & Compliance must be informed. A formal investigation will be planned and the complaint will be responded to within 3 working days of reporting.
4. A written record of the complaint, investigation and how it is resolved must be made. The learner and employer must be informed of the outcome.
5. Learners and employers can appeal the decision reached within 5 working days and the complaint will be reviewed by DH Associates Senior Management Team.
6. If the complainant remains dissatisfied registered learners can complain direct to the awarding body.
7. Learners and employers on funded learning can make a complaint to the Education & Skills Funding Agency. The escalation process to the ESFA Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk
8. Information regarding complaints, the response times and outcomes, shall be collated and reviewed by the. Director of Quality & Compliance.

Name:

Signature;

Date:

Comment & Complaint Reporting

Name of Reporter:

Date Received:

Address:

Tele:

Email:

Employer:

Learner:

Trainer:

Briefly outline key issues

Reported to:

Signature:

Date:

INVESTIGATION & OUTCOME

Update 31 August 2021

Investigation Plan:

Date Agreed

Signature:

Date:

Outcome of investigation:

Resolution: YES/ NO

Signature:

Date: