

Complaints policy

DHA strives to ensure that 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.

DHA take all complaints seriously and to ensure that they are promptly investigated at an appropriate level. We are also committed, whenever possible, to act to reduce the likelihood of recurrence of similar problems.

Complaints may be made by anyone receiving a service from DHA. This includes all learners and employers.

DHA will ensure that any information identifying complainants is kept secure and confidential, processing information in accordance with our Data Protection, Copyright and Confidentiality Policy. Any records containing sensitive information and/or identifying the complainants will be kept secure and confidential for the retention period (see below) and will then be disposed of in a secure manner.

This complaints procedure deals with complaints arising from:

- Delivery (or lack of delivery) of services for education and training including teaching, course content, coaching, tutoring, assessment, feedback on progress and apprentice support during learning programmes
- Incorrect or misleading information about services provided by DHA
- Unacceptable actions or behaviour by DHA staff

DHA will deal with legitimate complaints in a fair, prompt and objective manner.

Complaints will be dealt with without accusation and learners/employers will not be disadvantaged by raising a complaint.

DHA will be fair in the treatment of all those who complain irrespective of age, gender, ethnicity and disability.

Complaints will be dealt with promptly and constructively.

All complaints will be dealt with in confidence but shared with any person who may be the subject of a complaint.

The outcomes of any complaint will be shared with the complainant and any staff involved.

The Managing Director will be responsible for the management of the Complaints Policy

This Policy sets out rules on how to make a complaint and explains the process of dealing with any complaints made.

The Complaints Policy and Procedure must be read in conjunction with other relevant policies and appeals procedure.

Complaints procedure

- 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 Team Manager.
- The first point of contact for employers is the Business Development Team or Team Manager and any complaints received can be resolved by them or where appropriate passed to the Director of Operations for investigation under the procedure outlined below.
- If the complaint cannot be resolved informally the Director of Operations or member of DHA Senior Management Team must be informed. A formal investigation will be planned, and the complaint will be responded to within 3 working days of reporting.
- 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.
- Learners and employers can appeal the decision reached within 5 working days and the complaint will be reviewed by DH Associates Senior Management Team.
- If the complaint remains dissatisfied registered learners can complain direct to the awarding body.
- 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
- Information regarding complaints, the response times, and outcomes, shall be collated and reviewed by DHA Director of Operations and reported quarterly at Governance meetings.

Informal complaints procedure

DHA aims to resolve most of the complaints by carrying out a discussion between the complainant and the appropriate member of staff.

It is expected that staff are tactful and courteous in dealing with a complaint.

If the complainant is dissatisfied with the response received, they should then be guided to using the formal procedure.

For audit purposes, DHA will keep a record of all complaints for the period of 3 years and will make these available to the relevant authorities upon request.

