



Complaints Policy **Pathways Skills Academy**

Prepared by:	<i>Clive Coote</i>
Approved by:	<i>Clive Coote</i> <i>Company Director</i>
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Introduction

We consider a complaint to be any feedback from a learner who is unhappy with the way their course has been delivered, their access to the assessment process, any issue where they have concerns around equality or inclusion, or they feel they need to raise a matter that impacts their learning whilst at Pathways Skills Academy (PSA)

PSA operates a simple three-step approach for the ease of handling complaints. The Company Director annually reviews this policy to ensure that any improvements to the PSA service are identified and acted upon efficiently. Complaints will be treated positively and used as an opportunity to improve the level of service provided. The complaints procedure forms part of the company's quality management process. This policy should be read alongside the Grievance Policy and Staff Behavior Policy. This policy does not address appeals against the assessor's assessment of the work decision as this is dealt with in a separate policy.

The process below applies to all complaints, should an apprentice feel their issue warrants it, they can go directly to the Company Director if they feel the matter requires this response.

The Procedure

Step One: Students who wish to complain about any aspect of their course or the service received from PSA are requested to initially contact the assessor who dealt with their training. Contact should be made either in person or in writing.

Where the Assessor/Tutor will aim to rectify the complaint either:

- Immediately over the telephone/Email
- by arranging a 1-2-1 meeting with the apprentice within three working days

Where the Assessor/Tutor is temporarily unavailable to deal with the issue, the Apprenticeship & Schools Lead will write to the client within two working days and inform them of the date and time when a personal response from the Assessor/Tutor can be expected. In any event, this response will be within fourteen days.

In most cases, contacting the Assessor/Tutor direct will rectify the issue. If, however, the apprentice is dissatisfied with the outcome of this response, or they feel they cannot approach the Assessor/Tutor about an issue, they may progress their complaint to the second stage of this procedure.

Step Two: The Apprenticeship & Schools Lead will investigate the complaint and will:

- Contact the apprentice within five working days to discuss the complaint.
- Consult with the Assessor/Tutor involved in the complaint.
- Raise the issue with the Company Director, depending on the seriousness of the complaint.
- Write to the apprentice within seven days with the findings of the investigation.
- Take the necessary steps to rectify the issue.

Step Three: Where an apprentice remains dissatisfied with the outcome of this process, they have the right to complain about the decision by passing their complaint directly to the Awarding Body responsible for their Standard.

Complaints Procedure

