

# Complaints Procedure for Apprentices

Mary P's Training will be receptive to genuine expressions of dissatisfaction and deal with complaints promptly and fairly. Mary P's Training will learn from complaints and make changes where necessary and promote equality and diversity throughout their delivery of apprenticeships. Where possible, Mary P's Training will always aim to resolve straightforward issues as quickly as possible without the need for a formal investigation.

## 1. HOW TO COMPLAIN

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All complaints must be made in writing (following the Whistle Blowing procedure where necessary) and addressed to Vikki Brannagan, Emma Bridges or Alex Hoskin.

Contact Details:

Vikki Brannagan- [mail@marypsdaynursery.co.uk](mailto:mail@marypsdaynursery.co.uk)

Emma Bridges- [training@marypsdaynursery.co.uk](mailto:training@marypsdaynursery.co.uk)

Alex Hoskin- [bishopscleeve@marypsdaynursery.co.uk](mailto:bishopscleeve@marypsdaynursery.co.uk)

## 2. WHO WILL INVESTIGATE

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Complaints will be investigated by the most senior training officer. They will:

- investigate the complaint themselves
- speak to any other relevant people and take statements
- review all evidence
- conduct an investigation
- inform all parties of the outcome of the investigation
- Take any action as relevant
- A point of appeal will be made available to the complainant is dissatisfied with the outcome

### **3. WHAT WILL BE INVESTIGATED**

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Mary P's Training will investigate allegations of:

- unsatisfactory, incompetent, arbitrary or unfair treatment
- inappropriate practice (please see whistle blowing policy)
- contractual disputes
- allegations regarding unfairness surrounding coursework

Mary P's Training will not investigate:

- complaints that are being (or have been) considered by a court or similar body
- if the complainant has not exhausted other appeals procedures
- complaints made more than 3 months after a decision or action
- complaints considered to be fictitious or malicious

### **4. WHAT HAPPENS NEXT**

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You should receive acknowledgement of your complaint within 5 working days.

If it is a straightforward issue, which can be resolved without the need for a formal investigation, Mary P's Training will aim to resolve it as quickly as possible, ordinarily within a matter of days.

If it needs to be investigated, you will receive a summary of your complaint within 10 working days and you will have 5 working days to respond. Investigations should be completed within 25 working days of agreeing a summary of the complaint. A final response should be sent to the complainant within 10 working days of the decision, together with details of any action to be taken.