

ABM11: Complaints and Grievance Policy and Procedure

We hope all our service users will be satisfied with the services offered by ABM Training UK Ltd, however should the learner or the employer have any concerns; these can usually be resolved by an informal chat with the person concerned or by talking the issues through with the Manager at the centre.

Procedure

By registering for an apprenticeship qualification through ABM Training UK Ltd the learner and employer have agreed to abide by its complaint procedure, as outlined below. The learner and employer can make a formal complaint about anything linked to administration, training, assessment, verification or personnel conduct whether they are receiving services from ABM Training UK Ltd or not.

A complaint arises when the learner considers that a service has not been delivered as they might reasonably expect and can take the form of:

- Inappropriate conduct of an ABM Training representative
- Failure to follow ABM Training's policies
- Failure to follow an Awarding Body's Code of Practice
- Failure to reach service standard
- Failure to provide a service
- Failure to carry out action promised
- Inefficient delivery of service
- Wrong or incomplete information given

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if agreed by both parties.

If the apprentice or employer has a grievance it can be easily put right, in the first instance they can contact the workplace allocated tutor/assessor. They will endeavour to resolve the matter satisfactorily, this would be dealt with within 5 days of complaint. In the unlikely event that the tutor/assessor has not been successful, they will complete the complaints form and they will refer the complaint to the Curriculum and Continuous Improvement Manager who will respond directly within 5 days of referral.

If the Curriculum and Continuous Improvement Manager is unable to resolve the matter at this time then the complaint should be referred to the Director of Curriculum, they will respond within 10 working days to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the Managers decision.

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If the person has a serious complaint they can ask to speak or see the Curriculum and Continuous Improvement Manager who in person, or if unavailable, any other member of the management team. If they prefer to put their complaint in writing, they can feel free to submit the Complaint Form to:

Curriculum and Continuous Improvement Manager
ABM Training UK Ltd
Chevaline, Grove End Farm, Bredgar Road, Tunstall, Sittingbourne, Kent ME9 8DY

Dealing with a Complaint - Process

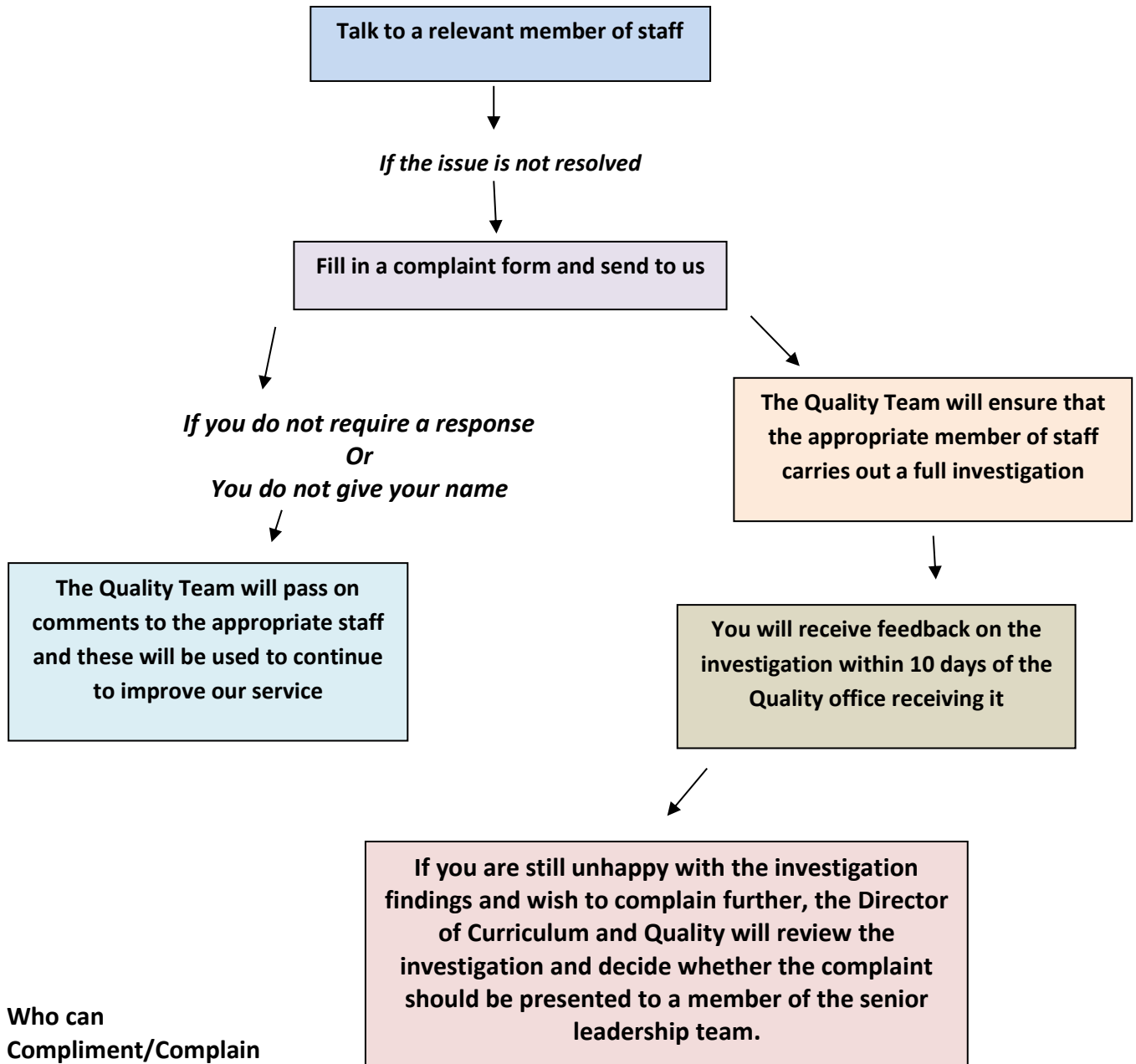
Through this process our aims to:

- Recognise and collect complimentary feedback in a formal and structured way
- Encourage complainants to resolve their dissatisfaction through open and informal procedures in the first instance
- Provide clear procedures for users of our services to raise their comments in a way that is free from intimidation and excessive bureaucracy
- Ensure that staff are provided with the necessary guidance and skills to handle compliments and complaints effectively and appropriately, in accordance with the procedures
- Ensure that the complainant is advised of the outcome of their complaint within the specified timeframes
- Offer guidance and support to complainants with making their complaints and any subsequent appeals
- Ensure that privacy and confidentiality is respected when dealing with a complaint
- Ensure all complaints are investigated thoroughly and fairly
- Protect the complainant and other parties involved in the complaint from recrimination or reprisal both during a complaint and following its closure
- Remedy the complaint and recompense complainants where there are sufficient grounds to do so
- Provide the complainant with the right to appeal the outcome of their complaint

We recognise that there may be aspects of its operations exceed or fall short of its requirements. Its aim is to identify areas of success, to share good that practice and reward appropriately. Alternatively; dissatisfaction should be managed as quickly as possible to improve the quality of service provided. The basic principle of these procedures is that complaints should be resolved at the earliest possible opportunity.

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Who can Compliment/Complain

A learner
 A group of learners
 Employers
 Contractors
 Members of the public
 Parents/ Carers of students under the age of 18

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