



Uniper Technologies Limited

Engineering Academy

COMPLAINTS POLICY & PROCEDURE

DESCRIPTION OF SUBJECT	Complaints Policy & Procedures
POLICY OWNER	Nick Booth
POLICY AUTHOR	Chris Coates
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References:

The Education & Skills Funding Agency complaints procedure.

CONTENTS PAGE

Policy Statement4
Policy Context.....4
Procedures..... 5

1 POLICY STATEMENT

The Complaints Policy is in place to ensure that learners, employers and other customers and stakeholders are aware of how to make a complaint about any aspect relating to the day to day operation or service.

2 POLICY CONTEXT

Uniper's Engineering Academy (EA) is committed to providing an excellent service for all learners, employers and stakeholders. The Engineering Academy's continued strive for excellence can only be achieved through listening and acting upon the views of learners, employers and stakeholders.

If a formal or informal complaint is made which relates to the Engineering Academy's day to day operation or service provided then this will be thoroughly investigated. Every attempt will be made to ensure that both the complainant and the Engineering Academy observe the confidential nature of issues unless there are exceptional circumstances.

If in the event that a complaint is in relation to an Assessment decision or examination result, the Engineering Academy's Assessment appeals policy will be used as the form of redress.

The following escalation process will be undertaken to address any complaint that is raised in relation to the Engineering Academy's operation or service provided:

- Individuals are to discuss the problem directly with the member of staff concerned. Individuals who are unsure as to whom to contact in the first instance should contact the Engineering Academy Reception desk who will direct them to the relevant Manager to deal with the issue. Alternatively, send an e-mail to the central mailbox UTGSupport@uniper.energy where this will be directed to the relevant manager.
- If the issue cannot be resolved through the above means, please raise to the Head of the Engineering Academy, Nick Booth, by telephone on 07843002182 or e-mail through nick.booth@uniper.energy
- Written complaints can be sent to Nick Booth, Head of the Engineering Academy, Ratcliffe on Soar, Nottingham, NG11 0EG. Any letter submitted should clearly set out the circumstances of the complaint (See Formal Complaint steps below).

3 PROCEDURES

The policy consists of three stages; 'informal complaints', 'formal complaints' and 'appeals'.

Informal Complaint

It is recognised that most concerns will be raised informally; these can and should be dealt with immediately by the relevant person. The aim is to resolve informal concerns quickly, and enable mediation between the complainant and the individual to whom the matter has been referred. All complaints received by EA staff are taken seriously.

If concerns are not satisfactorily resolved in this way complainants may follow the Engineering Academy's Formal Procedure for handling complaints – as specified below.

Formal Complaints

Formal complaints should be submitted in writing via email to nick.booth@uniper.energy or via post addressed to Head of the Engineering Academy, Ratcliffe on Soar, Nottingham, NG11 0EG.

The complaint will be acknowledged within 3-working days from the date the complaint is received by the Head of the Engineering Academy or delegated authority. Any written communication should clearly detail the circumstances regarding the complaint such as; relevant dates, individuals involved, etc.

The Head of the Engineering Academy may direct the complaint to the most appropriate section Manager and an investigation will ensue. A meeting will be arranged to discuss the outcomes of the investigation if deemed appropriate and this will be followed by a written response to the complainant on completion of the investigation. All complaints will be investigated fairly with the intention of satisfactorily resolving the matter.

A response will be provided within 15-working days from receipt of the complaint outlining the outcome of the investigation and any further steps to be taken if necessary.

Appeals

If the complainant is still dissatisfied with the response received, they have the right to appeal and therefore should write to the Head of the Engineering Academy, clearly stating the reasons for appeal. The appeal will be referred to the Engineering Academy's Appeals Panel. To ensure impartiality, the appeals panel will consist of two members of the Engineering Academy Leadership team who were not involved in the original complaint. The panel will take into consideration all previous information collated from the complaint.

The appeals panel will respond to the complainant within 20-working days from receipt of the appeal. If for any reason the Appeals Panel require longer than the 20-working day timescale, the Head of the Engineering Academy will communicate in writing informing the complainant of the revised timescale for the response. The final decision from the Appeals Panel will be communicated in writing to the complainant.

Where the complaint is in relation to the apprenticeship scheme provided by the Engineering Academy and cannot be resolved to the satisfaction of the person involved for mediation, the complaint may be referred to The Education Skills Funding Agency via email at complaints.esfa@education.gov.uk or in a letter to Customer Service Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry CV1 2WT.

Further details regarding the complaints procedure can be found at <https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>