



Complaints and Appeals Policy and Procedures

Procedure for apprentices, all other learners and employers

Introduction

Our aim at Skillcert is to provide you with an outstanding service throughout the length of your engagement with us.

In order to ensure we continue to do so and to continuously improve our service, we depend on feedback from all of our apprentices, learners and employers that demonstrates to us what we do well and where we may be able to improve. This document outlines the procedures we ask you to follow in providing feedback and/or complaining about something that meets the expected standards of service.

These procedures will be implemented in accordance with other related policies such as:

- Safeguarding Policy
- Appeals Policy
- PREVENT Policy
- Fair and Equal Access Policy
- IT and communications systems policy.

What is a complaint?

A complaint is where an apprentice, other learner or employer is unhappy with any aspect of the service that we provide. Examples include but are not limited to:

- Anyone who feels that they have been unfairly treated by us
- Anyone who feels that we have not provided right level of support during their programme
- Anyone who feels that we may have assessed a piece of their work unfairly
- An employer who feels that we have not provided them with sufficient information regarding the progress made by their apprentice or learner

There is no 'fixed' definition of a complaint. We will consider any issue that an apprentice, learner or employer wishes to raise, where they believe that they have not been treated in a fair and proper manner.

Feedback

If you wish to provide us with informal feedback (negative or positive) about our service or something specific we have done, please do so by email wherever possible. You can address this email to your main point of contact who will forward it to our Head of Quality.

We would also encourage you to give your feedback verbally to the person concerned or your main point of contact as this will often be the quickest way to have your feedback acted on as well as being greatly appreciated.

Alternatively, you may wish to utilise our learner and employer survey which are sent out periodically. However, we would encourage timely feedback so please access the route you feel most appropriate.

Complaints and Appeals

Stage 1: submitting your complaint or appeal and our initial response

All formal complaints relating to Skillcert are dealt with by our Head of Quality. You can address your complaint or request to appeal to them directly. Our preference is that you do so by complaints@skillcert.co.uk but you can also write to the postal address which is:

Skillcert. Unit 41 Derwent Business Centre. Clarke Street. Derby. DE1 2BU

If you are making a formal complaint or you wish to appeal, we will need to know your identity and how we should contact you, so please include these details in your correspondence. If you are making a complaint and you wish to remain anonymous, please submit your complaint by post and we will respect this wherever possible. If during the course of investigating your complaint we have no option but to reveal your identity we will discuss this with you first so that you can:

- a. give permission to reveal your identity
- b. withdraw the complaint or
- c. agree to allow us to manage the complaint informally as well as possible without revealing your identity. However, this may impact on the outcome we are able to achieve.

Our first action in responding to your complaint or your appeal will be to acknowledge receipt. We will do this in writing within 5 working days.

At the same time, we will usually contact you to have a discussion about your complaint or appeal in order to gain a better understanding of the circumstances and your concerns. Wherever possible we will seek to resolve your concerns at this stage. If we are able to do so we will write to you following the discussion to confirm what actions we have taken/are taking to address your concerns and ask you to write back to us to confirm you are happy

with the proposed resolution. Please note that it may take up to 10 working days following receipt of complaint to discuss and resolve at this stage wherever possible.

Stage 2: investigating your complaint / appeal

If we are unable to immediately resolve your concerns we will give you as much information as possible about the actions we will be taking to investigate your concerns. In doing so we will:

- a. describe the actions we will be taking and
- b. give you a timescale for these actions and a date by which we will report back to you

Once we have completed our investigations, we will report back to you in accordance with the timescale given and advise you of our conclusions and any further action(s) that will be taken in order to address your concerns. If you are happy with our response, we will ask you to confirm this in writing.

Stage 3: appealing against our conclusions

If you are not satisfied with our response you can raise a formal appeal. Your appeal will be passed to our Managing Director for review. They will:

- Review the evidence file relating to the case
- Speak to staff involved in the first 2 stages of the procedure
- Call you to discuss your concerns further, including the reason you are not happy with the resolution proposed. Following this our Managing Director will advise you whether they believe further investigation is justified.
- If so, they will confirm this in writing and give you a date by which those investigations will be completed and they will call or write again, on or before that date to confirm the outcome of those investigations
- If our Managing Director does not uphold your appeal, they will confirm this in writing outlining the rationale for not pursuing the matter further.

Stage 4: taking your complaint further

If you remain unhappy with the conclusions reached by our Directors, you can then seek further redress from the Education and Skills Funding Agency (ESFA).

You must contact the ESFA within 3 months of getting a decision from us. Complaints can be e-mailed or posted to the ESFA complaints team, as follows:

ESFA@education.gov.uk

or

Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT

Apprenticeship Service Support on 08000 150 600
<https://help.apprenticeships.education.gov.uk/hc/en-gb>

The ESFA will acknowledge the complaint within 5 days.

If the complainant is still unsatisfied after the ESFA response they can write to the complaints adjudicator to decide on the case.

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