

**COMPLAINTS POLICY &
PROCEDURES
APPRENTICESHIPS**



INTRODUCTION

This policy summarises how Popcorn Learning Media deals with complaints about apprenticeships from apprentices and employers. It outlines the steps to be taken, what the apprentice or employer should do and what happens as a result.

Steps if an apprentice wants to make a complaint	What the apprentice should do/what happens
1. Who to complain to first	<ul style="list-style-type: none"> If apprentices have a complaint about the apprenticeship programme they should raise it with their coach, line manager or mentor first. They may be able to resolve the complaint to the apprentice's satisfaction. If a complaint is not able to be solved in this way the apprentice can make a formal complaint.
2. Making a formal complaint	<ul style="list-style-type: none"> Apprentices should send any formal complaints to Popcorn's Apprenticeship Manager by email: joe.parry@popcornlearning.media. They should give their reason(s) for their complaint and provide any relevant written evidence which will help us to understand it.
3. How Popcorn Learning Media will treat the complaint	<ul style="list-style-type: none"> All complaints will be treated seriously and fairly. Popcorn's Apprenticeship Manager will ascertain the nature of the complaint and the circumstances which have given rise to it. The apprentice and anyone else involved may be contacted for more information. The Apprenticeship Manager will tell the apprentice about any action taken to resolve the complaint. This will be done initially by email or telephone and followed up by a formal letter.
4. When to expect a decision	<ul style="list-style-type: none"> A decision can normally be expected within one week of the complaint being received by the Apprenticeship Manager. This may take longer if further information is needed to understand the situation.
5. What happens if the apprentice is unhappy with the outcome	<ul style="list-style-type: none"> If the Apprenticeship Manager does not resolve a complaint satisfactorily, the apprentice should contact a Popcorn Director by email: eric.gresswell@popcornlearning.media. The Director will investigate the complaint in full and implement the action needed to resolve it.
6. What happens afterwards	<ul style="list-style-type: none"> After any complaint, an internal review will take place within Popcorn's apprenticeship team to establish if procedural change is required to prevent a repetition. This will involve a review of any training needs identified for any employee involved. All complaints will be recorded and held on file and will be used for quality assurance purposes and evaluation of Popcorn's services. Complaints and how they are handled are part of the standard agenda for management meetings.

7. Complaining to the ESFA	<ul style="list-style-type: none"> Apprentices can complain to the Education and Skills Funding Agency (ESFA) about how their complaint was handled. This must be done within 12 months after the issue happened. Complaints should be made to complaints.ESFA@education.gov.uk or by post to: Complaints team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry CV1 2WT The ESFA does not deal with complaints about employment issues (for example, a problem with apprentices' contracts). The ESFA will reply to the apprentice to let them know what will happen next.
8. What happens if the apprentice is unhappy with the ESFA's response	<ul style="list-style-type: none"> Apprentices can contact the Department for Education if they are unhappy with how the ESFA has dealt with the complaint.

Steps if an employer wants to make a complaint	What the employer should do/what happens
1. Who to complain to first	<ul style="list-style-type: none"> If an employer has a complaint about the apprenticeship programme, they should raise it directly with Popcorn's Apprenticeship Manager by email: joe.parry@popcornlearning.media.
2. What happens if the employer is unhappy with the outcome	<ul style="list-style-type: none"> If the Apprenticeship Manager does not resolve a complaint satisfactorily, the employer should contact a Popcorn Director by email: eric.gresswell@popcornlearning.media. The Director will investigate the complaint in full and implement the action needed to resolve it.
3. What happens afterwards	<ul style="list-style-type: none"> The Apprenticeship Manager or Director will tell the employer about any action to be taken to resolve the complaint. This will be done initially by email or telephone and followed up by a formal letter. A decision can normally be expected within one week of the complaint being received. This may take longer if further information is needed to understand the situation.
4. Complaining to the ESFA	<ul style="list-style-type: none"> Employers can complain to the Education and Skills Funding Agency (ESFA) about how their complaint was handled. This must be done within 12 months after the issue happened. Complaints should be made to complaints.ESFA@education.gov.uk or by post to: Complaints team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry CV1 2WT The ESFA does not deal with complaints about employment issues (for example, a problem with apprentices' contracts). The ESFA will reply to the employer to let them know what will happen next.
5. What happens if the employer is unhappy with the ESFA's response	<ul style="list-style-type: none"> Employers can contact the Department for Education if they are unhappy with how the ESFA has dealt with the complaint.