



Complaints Policy & Procedure

**V1.1
March 2019**

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Complaints Process

Apprentices and staff can raise a complaint at any time. We aim to give everyone an excellent experience when dealing with Accipio. We welcome your comments, suggestions and feedback about the service you have experienced when contacting us or when using our products or services and through your interactions with members of our team.

Many matters can be resolved informally and is usually down to a misunderstanding. Our customer service team are more than happy to talk through your concerns and iron any problems almost immediately, just give them a call on +44 (0) 20 7117 690. However, if you feel the problem needs to be recorded on a more formal basis, please follow the process below.

ACCIPIO will be fair in its treatment of all complaints, irrespective of all protected characteristics, and will respond without accusation to ensure that learners and apprentices will not be disadvantaged through raising a complaint. However, complaints made which are found to be malicious may result in us taking disciplinary action against the complainant, if this is deemed appropriate.

All information is kept in the strictest confidence and will only be shared with centre staff on a need-to-know basis. Likewise, the outcome of the complaint will only be shared with the complainant and any centre staff directly involved in the complaint process.

All learners, apprentices and employers are alerted to the complaints process detailed below during the enrolment process and the complaints procedure is available on all of ACCIPIO's websites.

What is a complaint?

A complaint is an expression of dissatisfaction from you about our products, services or the complaints handling process itself. It is clear from your concerns that you expect us to identify the cause of the problem and to take some kind of remedial action. Anyone can raise a complaint: apprentices, learners, customers, employers, partners and other stakeholders.

We want to make sure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way, for example by giving you an explanation or an apology on where we have got things wrong and inform you of what actions we have taken
- We learn from complaints and feedback and we use them to improve our services

It is not possible to provide a definitive list of complaints, below are some examples:

- Incorrect invoicing
- Safeguarding concern
- Certificate spelling errors
- Quality of delivery
- Assessment and learning support



- Non-conformity to policies and procedures
- Lack of response from our staff
- Unable to unsubscribe to emails
- Website or platform issues
- End Point Assessment problems
- How a member of our team has spoken to acted towards you
- If you feel we have done something wrong or unethical

There are 2 stages to our internal complaints process and a further external stage through the Education and Skills Funding Agency (ESFA).

Stage one – informal resolution

If you have a complaint in relation to the service you have received from Accipio please raise your concern by emailing customer@accipio.com, explaining the problem as clearly and fully as possible, including any action taken so far. You can also contact the Customer Service team, by phoning +44 (0) 20 7117 690. We will acknowledge your complaint **within 48 hours** of receiving your complaint (during our working hours, 9am – 6pm, Monday – Friday).

Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible. We aim to get back to you **within three working days**, if it is going to take a little longer, we will let you know and give you a reason for the delay. We will either provide you with a written response or provide this verbally.

If the complainant is not satisfied with the outcome of this stage, they should proceed to stage two of the complaint's procedure.

Stage two – formal centre resolution

If you are not satisfied with the response you receive to your complaint at stage one, you can take the matter further by contacting our Head of Apprenticeships by emailing complaints@accipio.com setting out why you are dissatisfied with the outcome at stage one and what you would like us to change.

Our Head of Apprenticeships will undertake a full review of the original complaint, the evidence collected by the person who investigated the matter on your behalf at stage one and their initial response to you. Consultation with all parties will take place to provide you with ACCIPIO's response and any further actions that may need to be taken.

The hope to resolve any formal complaints **within fourteen working days**, however this may take longer for more complex cases. We will inform you **within ten working days** if this is the case and provide you with a timeline for us to respond.

The outcome of this investigation will be one of the following:



- To find that the relevant policies or procedures has been conformed with and dismiss the complaint with an explanation to the complainant.
- To recognise any non-conformity of the policies or procedures and to take any action to rectify the situation to the satisfaction of all parties.

The Chief Executive Officer will be informed of all complaints and updated on their outcome. The Chief Executive Officer may involve themselves with the complaint if it requires their attention.

Stage 3 – The Education and Skills Funding Agency (ESFA)

ESFA

You can raise a complaint with the ESFA. Their contact information can be found below:

You can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled by us.

The ESFA does not deal with complaints about employment issues (for example, a problem with your contract of employment if you are working as an apprentice).

You must contact ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team.

ESFA Complaints Team

Complaints Team

Education and Skills Funding Agency

Cheylesmore

Quinton

Coventry

CV1 2WT

Complaints.ESFA@education.gov.uk

The ESFA will let you know what happens after that. You can find out more information about the ESFA and complaints about a Post 16 training provider here:

<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>

