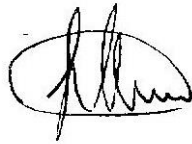


# Time2Train Ltd

## Complaints Policy

*Signed:*



*Director:* John Young

*Date:* 24/05/2023

*Next review Date:* 24/05/2024

## CONTENTS

Purpose.....	2
Aims.....	2
Implementation.....	2
Compliments .....	3
Complaints Procedure.....	3
Review .....	4
APPENDIX A – complaints form.....	5

## PURPOSE

This procedure details the requirements of Time2Train in the event of a complaint or compliment from any customer, be it a apprentice, funding organisation or member of the public.

## AIMS

To ensure that all apprentices, staff and centres have access to this responsive complaints procedure;

- To monitor all complaints received;
- To resolve complaints appropriately within the centre or to forward, where applicable, to the Director.
- To use apprentice feedback to continually improve the service

## IMPLEMENTATION

### Time2Train

- Will show all apprentices the Apprentice Charter which should be clearly displayed for apprentices and staff.
- Will ensure the Apprentice Complaints Procedure during apprentice induction.
- All complaints will be dealt with at local level (where possible) within seven working days.
- Where this is not possible, complaints should be referred to the Director on the proforma provided.
- Complaints information will be analysed and presented by the Director to staff. This will include apprentice, staff and centre complaints. Analysis information will be given to staff centre meetings.
- Complaint statistics will be included in the yearly Self-Assessment Report (SAR).
- Complaints outside our remit, or those that we cannot put right locally, will be forward to relevant partners or awarding organisation within 7 days.

### COMPLIMENTS

Time2Train strive to ensure all apprentices and staff enjoy their learning experience. If you wish to let us know of any positive experience you have had with Time2Train we would be very happy to hear from you.

Time2Train take complaints very seriously, they are acted upon however trivial they are so that we can learn from our mistakes, and continue to be an apprentice focused company offering a high quality of service.

### COMPLAINTS PROCEDURE

At Time2Train our aim is to provide a high-quality service for all our apprentices but we recognise that things do go wrong occasionally.

Where you have a query or complaint, we want you to highlight this to us at the earliest opportunity to allow us to assist you. If you are concerned or unhappy about anything speak to your training officer as soon as possible.

If you feel you are unable to approach your training officer or if the complaint is about your training officer you can contact us via:

Time2Train, Unit 51, Bizspace, Design Works, William Street, Felling, Gateshead

tel 0191 5438995 email [admin@time2train.org.uk](mailto:admin@time2train.org.uk)

When you contact us, please give us your full name, contact details, and include

- a daytime telephone number along with:
- A full description of your complaint (including the subject matter and
- dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

We ensure that a written complaint will be acknowledged within two working days and a personal response to any formal complaint within ten working days.

*Time2Train will endeavour to support every apprentice during his or her time at the Centre. We promise to take all reasonable steps to provide an excellent teaching environment and other educational services as set out in our Mission Statement. Should any circumstances arise that are beyond the direct control of the Centre, and interfere with its ability to provide these services, Time2Train undertakes to use all reasonable steps to minimise disruption to those services.*

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Managing Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The managing director will investigate in full and respond to you within ten working days. The managing director can be contacted on the above telephone number and company address.

## INSPIRE, PROVIDE AND SUPPORT ACHIEVEMENT

If you are not satisfied with the outcome you can contact The Office of Qualifications and Examinations Regulation (Ofqual) who regulate qualifications, examinations and assessments in England. If you go to <https://www.gov.uk/government/organisations/ofqual/about> and follow the links you can make an appeal/complaint on line. Alternatively you can mail:

Earlsdon Park  
33-55 Butts Road  
Coventry  
CV1 3BH

You may also Contact the Education, Skills and Funding Agency who fund your programme. Their contact details are:

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

Alternatively for further information you can access the website

### REVIEW

This policy will be reviewed annually as part of our quality assurance procedures. Reviews will also take place when there are changes, legislative updates and updates defined by the ESFA and IfATE.

APPENDIX A – COMPLAINTS FORM

	<h2>COMPLAINTS FORM</h2>	
Name:	Tel:	
Address:	Email:	
Nature of complaint:	Date and Time:	
<p>Please use the space below to outline the nature and circumstances of your complaint. Include as much information as possible.</p>		
Empty space for complaint details		
<p>Please enclose any copies of letters or papers to do with your complaint.</p>		
Signature		
Date		
<p><b>Time2Train investigation and Decision</b></p>		
Date declaration received		
Date sent to T2T Operations manager for review		
Date of meeting to discuss and who attended		
Date person notified of decision		
Date logged on complaints log/register		
Date for review		
Signature		