

Complaints Policy

Introduction

This document sets out our complaints policy and procedure and is aimed at employers, learners, and apprentices, as well as all interested parties who encounter a direct or indirect service from Tolley.

Our aim at Tolley is always to exceed the expectations of our customers. However, we recognise that there will be circumstances where delivery falls below those expectations. This policy sets out the processes for dealing with those circumstances.

It is important that anyone who feels that they have encountered a level of service that is below their expectations raise any concerns they may have with us immediately so that we may address them and learn how we can improve in the future.

Scope

This policy covers complaints from learners and apprentices, employers, and members of the public in relation to the delivery of apprenticeships, qualifications, and other associated services offered by Tolley.

How to make a complaint

All Tolley staff have been trained to help learners who have an issue that they need resolving. Learners are encouraged to try and resolve any problem at the earliest opportunity by speaking to the tutor/trainer, who will do their best to resolve the issue.

If the learner is not satisfied with the response provided by the tutor/trainer, or indeed if the issue is about them, then they should please submit a written complaint, normally within two weeks of the event they are complaining about, to the Director

of Tolley Learning.

What details to submit

When a complaint is made, the following details should be given:

- Full name;
- Contact details including a daytime telephone number;
- A full description of the complaint (including the subject matter and dates and times if known);
- Any names of the people that have been involved so far;
- What attempts have been made to resolve the issue;
- Copies of any papers or letters to do with the complaint.

Sometimes a complainant will wish to remain anonymous. However, it is always preferable for them to reveal their identity and contact details to us. If an individual is concerned about possible adverse consequences of revealing their identity, then they should inform us that they do not wish their identity to be divulged to the person against whom the complaint is being made.

While we are prepared to investigate issues which are reported to us anonymously, we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those the complaint/allegation relates.

What happens to your complaint

We will acknowledge receipt of the complaint within 48 hours and we will let the complainant know who is investigating their complaint.

Our Director of Tolley Learning will be responsible for ensuring the investigation is carried out in a prompt and effective manner and in accordance with the procedures in this policy. They will

allocate a relevant member of staff to lead the investigation and establish whether or not the issue relating to the complaint has occurred.

At all times we will ensure that Tolley personnel assigned to the investigation have the appropriate level of training and competence, and they have had no previous involvement or personal interest in the matter. If the Director of Tolley Learning has had an involvement in the complaint matter, they will not be responsible for allocating a member of staff to carry out the investigation or for overseeing and managing the investigation and the matter will instead be referred to the Director of Tax Apprenticeships.

We aim to investigate the complaint within 10 working days. If the complaint is more complex or involves people who are not available at the time, we may extend this to 15 working days. We may contact the complainant within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation, we shall write/email to inform the complainant of our decision and the proposed outcome.

Appealing against the decision

If the complainant is unhappy with the decision made regarding the complaint, then they have 7 working days to appeal. The appeal should be made in writing to the Director of Tolley Learning and should clearly set out the following:

- The reasons for the appeal;
- What it is regarding the proposed outcome from the complaint that is unsatisfactory;
- Any further evidence or information supporting the appeal.

The appeal will be considered by the Director of Tolley Learning within 10 working days, and a final decision will be communicated to the complainant within that timescale. There is no further appeal stage with Tolley beyond this, and the outcome of the appeal will be considered final by Tolley. Complainants are at liberty to pursue their complaint with the ESFA or other appropriate government agency if they wish.

Review arrangements

We'll review the policy and its associated procedures annually, and revise it as and when it is necessary in response to employer and learner feedback. Additionally, the policy may be reviewed in the light of trends that may emerge in the subject matter of complaints received.

Staff training

All staff involved in the delivery of apprenticeship or other training on behalf of Tolley will receive training on this policy, as part of their induction into the company. Further review training will take place on an annual basis.



Jonathan Scriven – Director of Tax Markets