

# Complaints Procedure

## WHY

Tarmac is committed to providing a quality apprenticeship and learning experience through achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our learners, line managers, employers and staff. It is important that we resolve any queries or complaints regarding the apprenticeship, including quality in a timely and effective manner.

## HOW

Therefore we aim to ensure that:

- making a complaint is simple;
- we treat a complaint as any clear expression of dissatisfaction with our programme which calls for a response;
- we treat it seriously whether it is made in person, by telephone, by Teams, letter, or by e-mail;
- we deal with it promptly, politely and appropriately
- we respond in an appropriate way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our apprenticeship provision, and ensure that all complaints and their outcomes are recorded;
- we will not disclose information, if, to do so, would breach a duty of confidentiality or any other legal duty

## WHAT

### **What is considered a complaint**

Complaints may include, for example:

- conversations/communication with our team which do not meet your expectations
- evidence that we are not meeting our policies and procedures that have been laid out
- complaints from learner's, line managers, staff and employers
- incorrect or confusing communication or advice

Complaints should not include any EPA assessment issues or decisions which should be brought to MP Awards Appeals Process, we would support in coordinating this link.



### **How do I submit a complaint?**

Complaints may be submitted by any means – in person, email, teams, telephone or letter. This can be done using 01623 848400 [PODP@Tarmac.com](mailto:PODP@Tarmac.com)

As a reminder Safeguarding issues are handled directly by our Designated Safeguarding Lead, and do not come under this procedure, but under our Safeguarding Policy

### **What does Tarmac do when a complaint is made?**

Your complaint will initially be dealt with by a member of the PODP Team who will log the complaint and pass to an appropriate staff member within **10** working days of receipt.

Tarmac will acknowledge your complaint and also tell you what procedure we are using to respond to your complaint (with appropriate timescales). Once we have completed our investigations into your complaint we will respond with a decision within **28** working days of receipt of the complaint.

However, where we anticipate that this timescale will be exceeded e.g. having to conduct an in-depth investigation, then we will advise the complainant of the reasons for any extension and provide a revised timescale.

If you are unhappy with the response from the PODP Team you may ask to have the complaint referred to the Board of Governors, via the HR Governor, who will investigate further, gaining advice and support from within Tarmac or externally as required.

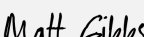
### **Escalation of complaints**

If the Complainant is still dissatisfied following the decision from within the Tarmac escalation process detailed above, then the escalation route and the escalation process is to contact the Apprenticeship Service Support on 08000 150 600 or [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk).

This escalation is detailed as part of the Training Plan

### **Appeal against End Point Assessment Decision**

The purpose of this document is to ensure that an appeal made by a learner regarding a decision during a formal assessment is carried out in a fair, reliable and just manner. As the appeal would be regarding End Point Assessment decisions, these could be facilitated by Tarmac as the Provider or directly into the EPAO, who have their own appeals processes, which make up part of learner enrolment documentation.

OWNER	SIGNATURE	VERSION	DATE
Matt Gibbs	DocuSigned by:  8154FE5F7F5F480...	PODP-COMP.3	Jan 2024

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Review and change tracker:		Updated content
Version 1	01/06/2021	Development of principles
Version 2	19/12/2023	Development for employers
Version 2	09/01/2024	Appeals link to EPAO