

## Working Knowledge Complaint Policy

Revised:	By Whom:
August 2021	Jo Trendall
December 2021	Jo Trendall
Next review: August 2022	

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#### 1. Statement of purpose

At Working Knowledge we are committed to delivering the highest quality of learning and standards to our apprentices and employers. However, if for any reason you are dissatisfied with the service you have received, feel you have been mistreated or wish to raise any concerns, you can access the complaints policy and follow the procedure.

#### 2. What is a complaint?

A complaint is when you feel that you have not received the service or support you expected, and you choose to inform us. Complaints can be about anything but may include the following: -

- When we do not deliver a service on time
- When you are not supported to progress and achieve in your programme of study
- When you receive poor quality service
- When you are dissatisfied with any aspect of the End Point Assessment process or grading.

This list is not exhaustive.

In the first instance it is usually helpful to talk through your concerns either with your Coach, Trainer or the Operations Manager.

### **3. Complaints procedure – Working Knowledge**

A complaint can be informal or formal. If the nature of your complaint is neither serious nor requires immediate attention, then please record the complaint on an Informal Complaints form (Appendix B) and take it to the next meeting with your Coach. Your Coach will discuss your concerns and respond to you either immediately or within 3 working days.

If you wish to make a formal complaint or you are dissatisfied with the outcomes of an informal complaint, please complete the Formal Complaints form (Appendix A) and email to the Operations Manager: [jo.trendall@workingknowledge.org.uk](mailto:jo.trendall@workingknowledge.org.uk)

Working knowledge will acknowledge your complaint within 2 working days. Working Knowledge will investigate the complaint and discuss the matter with relevant parties. You will receive a formal written response within 7 working days. Should we need more time to investigate we will contact you to agree a revised timeframe.

If following this response you remain dissatisfied with the outcome you can escalate your issues to the ESFA using this link:

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

### **4. Complaints procedure – End Point Assessment**

Complaints regarding End point assessment (EPA) are not covered by this policy. All complaints about EPA will need to be directed to the relevant End Point Assessment Organisation (EPAO). Contact details for your EPAO are included in the Commitment Statement or you can ask your Coach for these.

## APPENDIX A

### Formal Complaints form

WORKING KNOWLEDGE	
Name of Coach	
Name of Complainant	
Address	
Telephone number	
Email:	
Date of complaint	
Please describe the nature of your complaint giving as much detail and accuracy as you can (attach an additional sheet if necessary).	
Who did you first report the complaint to?	
What actions can be taken in order to deal most effectively with your complaint:	
Signature :	
Date:	
<b>For office use only</b>	
Date complaint received:	
Signature of company representative:	
Date of resolution:	

## APPENDIX B

### Informal Complaints form

WORKING KNOWLEDGE	
Name of Coach	
Name of Complainant	
Address	
Telephone number	
Email:	
Date of complaint	
Please describe the nature of your complaint giving as much detail and accuracy as you can.	
Signature :	
Date:	
<b>For office use only</b>	
Date complaint received:	
Company representative signature:	
Date of resolution:	