



# Learning & Skills

## “Learning for Life”

### Apprenticeship Complaints Procedure

#### Purpose

The purpose of this procedure is to inform Learning & Skills Apprentices of the procedure they (or their parent / carer) should follow in order to make a complaint.

#### Scope

The procedure applies to all Apprentices studying with Learning & Skills.

#### Introduction

If an Apprentice (or their parent / carer) or employer has a general concern or complaint about the centre’s delivery or administration of a qualification he / she is following, the Trainer / Assessor encourages him / her to try to resolve this informally in the first instance, and this may include the relevant manager. If a complaint fails to be resolved informally the Apprentice (or their parent / carer) or employer is then at liberty to make a formal complaint.

#### How to make a formal complaint

- A complaint should be submitted initially to the Learning & Skills Manager by email, sending the form below to [alaine.mccartney@darlington.gov.uk](mailto:alaine.mccartney@darlington.gov.uk)
- Complaints received will be logged by the centre and acknowledged within 3 working days

#### How a formal complaint is investigated

- The Learning & Skills Manager will further investigate or appoint a member of the Senior Leadership Team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion
- The findings and conclusion will be provided to the complainant within 10 working days

#### Appeals

Following the outcome, if the complainant is still unsatisfied, they can escalate to the ESFA by completing the ESFA online enquiry form, found at <https://www.gov.uk/complain-further-education-apprenticeship> or sending a letter of complaint to:

**Customer Service Team**  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

Please note: You must contact the ESFA within 12 months after the issue occurred.



Version	Issued	Next Review	Contact
4	September 2021	September 2022	Graham Curry