



# Complaints Policy and Procedure

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## 1 Overview

At althaus digital we strive to provide the best possible levels of service to all our employer partners and learners, however we acknowledge that this may not always be the case. We want to make it easy to people to let us know where we may have fallen short of our high standards, so therefore want to ensure that the process for making a complaint is simple and straightforward.

This policy is in place to support staff when handling complaints from learners, employers, parents/guardians, customers and other interested parties.

## 2 Aims

We aim to:

- Deal with all complaints promptly and efficiently.
- Recognise when we have made mistakes and working alongside the complainant, rectify these accordingly.
- Learn from mistakes and improve the service that is offered.
- Enable a mediation process to take place between the complainant and the individual in question.
- All complaints should be treated with respect and consideration at all stages.

## 3 Informal Complaint

There is an appreciation that not all complaints will be formal, and these can and should be dealt with in a different manner.

Any informal complaints should be raised with the Curriculum and Quality Manager or emailed directly to [feedback@althausdigital.co.uk](mailto:feedback@althausdigital.co.uk). These concerns can be raised in either a verbal or written manner and the complainant should receive a response within 48 hours of the complaint being raised.

The next stage is a verbal conversation held with complainant discussing the findings of the complaint and the outcome of this, alongside any changes or new processes that have implemented as a result of this. We will then seek confirmation from all parties that the complaint is now resolved and logged accordingly.

If the complainant feels that their concerns have not been handled in a way that they would deem suitable, they are encouraged to follow the formal complaint procedure as stated below.

## 4 Formal Complaint

At althaus digital we recognise that not all complaints can be handled via the informal method and some complaints may be more serious or sensitive and will require a formal method of resolution.

Any formal complaints should be raised with the Curriculum and Quality Manager or emailed directly to [complaints@althausdigital.co.uk](mailto:complaints@althausdigital.co.uk). Stating clearly.

- The learner/apprentice name.
- Althaus digital employees' details (name, job role) if they are involved in the case.
- The title of the althaus digital programme affected, or nature of the service affected.
- The date(s) the cause for complaint occurred.
- The full nature of the complaint.

The initial complaint will be acknowledged within 48 hours of this complaint being formally logged. If this complaint is following on from the original informal complaint, the 48 hours will begin once the complainant has stated their intent to progress to the formal stage of the process.

The complaint will be passed over to the most appropriate member of the team to deal with based on their role within althaus digital. This member of the team will become the complaint owner and conduct a full investigation regards the complaint. A response will be provided to the complainant within 7 days of the original complaint being logged.

If the complainant is not satisfied with the response that has been provided, they are encouraged to follow the appeals and escalation procedure as stated below.

## 5 Appeals and Escalation

All information relating to the complaint will be compiled and provided to the Operations Director at althaus digital for them to read through and review the evidence.

At this stage the Operations Director may wish to resolve this complaint using the evidence provided only.

A response will be provided to the complainant within 7 days of the appeal being submitted.

If you are still unhappy with the decision, you can escalate directly to the Education and Skills Funding Agency (ESFA) via the details below.

## 6 Confidentiality

All complaints that are made will be treated with the upmost severity, respect and sensitivity to all involved in the process. Anyone who chooses to make a complaint whether it be formal or informal will be treated fairly and in line with our equal opportunities policy.

All named parties in any complaint will be informed and in the interest of fairness will have a right of reply as part of this policy. Before sharing your information, we would inform you of this, unless there were exceptional circumstances, for example, where doing so could pose a risk of harm to you or others.

If the complainant in any such case is below the age of 18, althaus digital may take the decision to inform the complainants parent/guardian if deemed suitable.

## 7 Recording

All complaints will be logged and recorded using our internal recording system. The information contained within here would be confidential and would only be visible to parties directly involved in this complaint. All updates regarding the stages of a complaint will be logged and this is also where the status of a complaint can be updated.

## 8 Closure of Complaints

Once a complaint has been progressed to the stage where the complainant is satisfied with the outcome or althaus digital can do no more to support the complaint, this will be logged as resolved.

## 9 Contact Information

### Curriculum and Quality Manager

Christopher Poole  
chris@althausdigital.co.uk  
07946 200909

### Operations Director

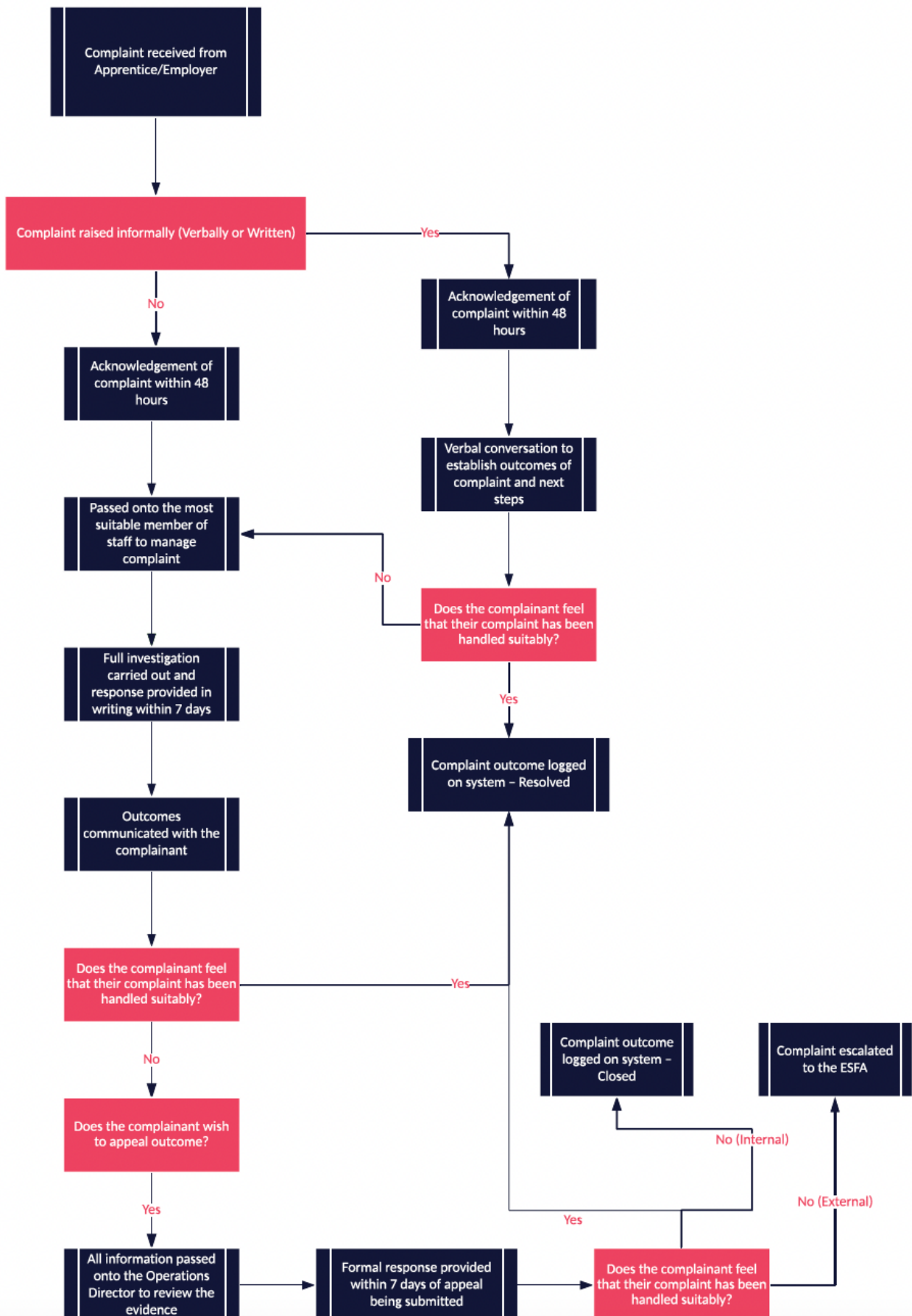
David Wastie  
david@althausdigital.co.uk  
07946 200882

### Althaus Complaints


feedback@althausdigital.co.uk  
01332 742518

### ESFA Apprenticeship Service Support

helpdesk@manage-apprenticeships.service.gov.uk  
08000 150 600



## Policy Management

Policy Name	Complaints Policy			Policy no.	402
Effective Date	01.09.2020	Owner	David Wastie	Version no.	4.1
Date of revision	02.03.2022	Revised by	Chris Poole		
Signed off			Name / Role	Pete Buller / CEO	
Date Review Due:	01.08.2022				

Version History				
Version	Approved by	Revision Date	Description of change	Author
4	Pete Buller	04.02.2022	New policy management practice	Chris Poole
4.1	Pete Buller	02.03.2022	New contact details	Chris Poole