

COMPLAINTS AND DISPUTES POLICY

FOR APPRENTICESHIP AND
VOCATIONAL TRAINING
PROGRAMMES, UK

PREPARED BY

Sarah Waller
Quality and Compliance Manager

APPROVED BY

Roger Adams
Operations Manager UK Vocational Programmes

VERSION CONTROL

Version	Date	Comment	Author	Review Due
1	14/05/24	Policy Created	SW	14/05/25
2	14/05/25	Policy Updated	SW	15/05/26

CONTENTS

VERSION CONTROL	2
1. Purpose	4
2. Definitions	4
3. Scope and Applicability	4
4. What is a Complaint?	4
5. Responsibilities	4
6. Managing Complaints	5

1. PURPOSE

Vertex Company UK 1 Limited, trading as VPS Professional Services (VPS) , is a registered training provider with the Education & Skills Funding Agency (ESFA). In delivering apprenticeship programmes and vocational training. VPS is committed to ensuring that matters of complaint, from either Employers or Learners, can be raised with VPS and will be considered and responded to appropriately.

2. DEFINITIONS

Employer means a dealership employing a learner enrolled on an VPS apprenticeship or vocational programme.

Learner means any learner, apprentice or similar.

VPS Apprenticeship Programmes are recognised frameworks or standards of training and delivered by VPS as a training provider.

3. SCOPE AND APPLICABILITY

This policy aims to enable learners and employers to raise complaints in relation to the delivery of VPS apprenticeship and/or vocational training programmes in the UK and to set out the process for dealing with such complaints.

This policy applies to all individuals involved in the delivery of VPS apprenticeship and vocational training programmes including:

- all employees of VPS engaged in the apprenticeship and/or vocational training programmes: including all trainers, assessors, internal quality assurers
- any other third parties contracted by VPS to support delivery of the VPS apprenticeship and/or vocational training programmes

4. WHAT IS A COMPLAINT?

A complaint is a situation in which a learner or employer raises a concern that the VPS apprenticeship and/or vocational training programmes are not run as they should be, in accordance with the statutory requirements, or there are other issues in relation to the VPS apprenticeship and/or vocational training programmes that the learner or employer wish to raise.

Reasons for formal complaints could include:

- Breach of Health & Safety legislation
- Breach of Equal Opportunities legislation
- Discrimination, bullying, abuse (physical or verbal)
- Quality of training being provided
- Quality of pastoral support being provided
- Quality of administrative support being provided

5. RESPONSIBILITIES

All individuals must disclose a complaint which has been raised to them to their line manager. If there is any doubt whether it represents a formal complaint it should still be reported.

The individual and his or her line manager will both ensure that the complaint is documented in detail.

It is the responsibility of all persons when involved in the delivery of the VPS apprenticeship and/or

Form Number: VPS-POL4	Issue: 1	Page 4 of 5	Date Created: 14/05/24 Date Updated:	Created by: SW Updated by:
Document Location: X:\Apprenticeship Admin\Quality Assurance\Apprentice Policies				

vocational training programmes and other associated activities to:

- Conduct their activities so that VPS's quality standards are implemented
- Monitor their activities, in order to maintain the quality of the delivery
- Devote enough time to their responsibilities
- Recognise and report any complaint

The possibility of a complaint may be declared by any key stakeholder as an entity, or any individual.

6. MANAGING COMPLAINTS

A formal complaint should be made in writing or by e-mail to the VPS programme manager, stating the following:

- The nature of the complaint.
- Any decisions or actions that have already taken place.
- The name of the person making the complaint and the date.

Acknowledgement of receipt of the complaint will be made in writing or by e-mail, identifying the person appointed by the VPS programme manager to investigate the complaint.

Within a period of seven days, a full investigation will be carried out with a written report of the results of the investigation and any actions required, and agreed by the VPS programme manager, forwarded to the individual who submitted the complaint.

At every stage of the investigation, all relevant parties will be advised of the nature of the complaint and will be given the opportunity to state their case before any decision is made.

The decision and actions taken from the outcome of the investigation will be confirmed in writing to the person making the complaint, with a copy held in the learner's file.

If the person making the complaint is dissatisfied with the decision made, they will have the right to appeal. Appeals must be stated in writing to the person who conducted the investigation. The appeal would normally be on one or more of the following grounds:

- Facts disputed
- Procedural principles have not been followed
- Additional evidence is available

The appeal will be conducted by the next appropriate level of management, who will not have been directly involved in the complaint resolution.

Notice of the outcome of the appeal will be provided in writing as soon as practically possible after investigation of the information provided.

If the individual making the complaint is not satisfied with the outcome of the complaint he or she can contact the Education & Skills Funding Agency <https://www.gov.uk/government/publications/sfa-complaints-procedure-about-providers> who will help to resolve the complaint. Please note this link is for English funded Apprentices only. The programme Manager can advise how to escalate the complaint for Wales, Scotland and Northern Ireland.

Once a report has been reviewed, the outcomes will be recorded and placed on file. The person making the report will be advised of the outcomes, subject to any areas of specific confidentiality.

Form Number: VPS-POL4	Issue: 1	Page 5 of 5	Date Created: 14/05/24 Date Updated:	Created by: SW Updated by:
Document Location: X:\Apprenticeship Admin\Quality Assurance\Apprentice Policies				