



Knowledgepool

COMPLAINTS POLICY



KNOWLEDGEPOOL

Complaints Policy

Review Date	April 2019
Approved by	Director of Apprenticeships Director of Quality and Curriculum



1. Policy Statement

1.1 Knowledgepool welcomes feedback from Apprentices, Pre-employment training learners, employers and members of the public on the learning, resources, facilities and other services for which it is responsible. We are committed to offering provision of the highest quality and naturally wish to be responsive to the views and experience of our client communities, which we also recognise as vital to sustainable improvement.

1.2 Our aim in responding to complaints is to achieve an outcome which is satisfactory and fair to all parties. We achieve this through prompt and full investigation facilitated by the procedure outlined below.

2. Overview

Should you have any queries or would like to make a complaint regarding your apprenticeship programme your first point of contact should be your Talent Coach. You can also contact the Learner Apprenticeship Helpdesk. They can be contacted by emailing apprenticeships@knowledgepool.com, or calling 0203 429 7354, between 8:30am and 5:30pm GMT, Monday to Friday, excluding English bank holidays. Out of hours, callers will be able to leave voicemail messages, if desired, which will be responded to by the team the next working day.

Further information on the complaints escalation route can be found in this policy. A summary will be issued by your talent coach and the policy is also available in the learning platform.

If Knowledgepool are unable to resolve the issue or complaint to your satisfaction or you require further advice and guidance you can contact the Apprenticeships Helpline on 0800 015 0400 or by email at nationalhelpdesk@apprenticeships.gov.uk

3. Responsibilities

3.1 Overall responsibility for complaints procedures falls to the Director of Apprenticeships. On a day to day basis, however, complaints are the responsibility of Knowledgepool's Director of Quality and Curriculum.



3.2 All Knowledgepool staff have a responsibility in respect of resolving complaints prior to formal procedures being initiated, where this is possible. However, in the instance when complaints cannot be addressed at a local/operational level a formal complaint should be made to the Director of Apprenticeships, (or their nominated deputy) and the Director of Quality and Curriculum and Quality Coordinator will maintain a central log of all complaints.

3.3 Knowledgepool has a responsibility to ensure that all data is processed in line with GDPR legislation. Knowledgepool aims to ensure that individuals are aware that their data is being processed, and that they understand:

- How the data is being used
- How to exercise their rights

For further information on how your data will be used please refer to the Capita/Knowledgepool Group policies on GDPR. Or click here to view [Knowledgepool Privacy Notice](#).

4. Complaints Procedure

4.1 A formal complaint can be made to Knowledgepool's Director of Apprenticeships, (Or their nominated deputy) Director of Quality and Curriculum:

- By phone on 0203 429 7354
- By email apprenticeships@knowledgepool.com
- In writing to the Director of Apprenticeships, Management Team or Director of Quality and Curriculum
 - 1st Floor
 - Reading Bridge House
 - George Street
 - Reading
 - RG1 8LS

4.2 In order to ensure the availability of evidence, complaints should be made within 6 months of an incident taking place.



4.3 A complaint will be formally acknowledged by Knowledgepool within 1 working day of receipt.

4.4 Complaints will be reviewed by the Director of Quality and Curriculum who will initiate and co-ordinate an appropriate investigation. This may include interviews with appropriate parties and, if necessary, further clarification from the complainant.

4.5 Knowledgepool will aim to resolve complaints within 10 working days. Should a further period be required, the complainant will be informed.

4.6 The Director of Quality and Curriculum will write to the complainant advising him/her of the conclusions of the investigation.

5. Appeals

The complainant has 5 working days of receipt of formal response from the Director of Quality and Curriculum in which to appeal against any decision. Appeals should be made in writing to the Director of Quality and Curriculum as per 3.1.

Knowledgepool will make every effort to adhere to the time limits but these may have to be extended should the appropriate people be unavailable. If the learner is not satisfied with the decision at this stage and this procedure has been exhausted, then the learner can contact the Awarding Organisation. The Awarding Organisation should only be contacted when this procedure is FULLY exhausted.

If the learner is still not satisfied with the decision at this stage and this procedure has been exhausted, then the learner can contact the following regulatory body i.e.

ESFA Formal ESFA complaint <https://www.gov.uk/complain-further-education-apprenticeship>.

Other regulatory bodies:

- OfQual <https://www.gov.uk/government/organisations/ofqual>
- SQA <https://www.sqa.org.uk/sqa/70972.html>
- SDS <https://www.skillsdevelopmentscotland.co.uk/>
- Qualifications Wales <http://www.qualificationswales.org/english/>

Further information relating to appeals can also be found in our appeals policy.



6. Scope of the Complaints Procedure

6.1 The procedure covers :

- complaints from Apprentices and learners on Pre-employment training about staff or any service provided by Knowledgepool
- complaints from employers or members of the public about any service provided by Knowledgepool; and
- complaints in relation to the health and safety or equality, diversity and Inclusion responsibilities of Knowledgepool.

The procedure does not cover:

- Appeals against the outcomes of assessments in respect of vocational Functional Skills and other qualifications (see Appeals Policy)
- Complaints by Knowledgepool Staff (talk to HR)

Related Knowledgepool documents and policies

- Single Equality, Diversity and Inclusion Policy
- Data Protection Policy
- Safeguarding Policy
- Appeals policy