

CLAAS Apprentice Academy

Complaints Policy

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INTRODUCTION

CLAAS UK Apprentice Academy is committed to providing a high quality service to our apprentices and their respective employers.

We have a commitment to our apprentices and employers to ensure that any complaints are handled promptly and effectively. We aim to improve our services through customer feedback, positive or negative and always welcome the opportunity to learn, improve and provide a better service to our customers.

AIMS

- CLAAS UK Apprentice Academy aims to resolve complaints promptly, fairly and effectively
- Customers are aware of how to complain and there is a clear procedure in place for raising complaints or concerns
- Customers feel confident their complaints are listened to and acted upon promptly and fairly
- Complaints are responded to within the timeframe set out in the complaints and appeals procedure below

COMPLAINTS RELATING TO AN ASSESSMENT DECISION

If you have a complaint relating to an assessment decision, please follow the complaints and appeals process laid down by the relevant Awarding Body.

Complaints and Appeals Procedure:

The following procedure applies to anyone who contacts the CLAAS UK Apprentice Academy for a service such as applicants, apprentices, employers and parents/guardians.

Stage 1 – Informal Stage

- In the first instance, please speak to any CLAAS UK Apprentice Academy representative
- If you are unable to reach a satisfactory conclusion, please proceed with stage 2

Stage 2 – Formal Stage

- Please email your complaint or feedback to cukapprenticeships@claas.com
- We ask that you raise your complaint within 1 month of the occurrence so we have the opportunity to investigate fully
- Ensure you provide the following details: nature of the complaint, date the incident happened, consequences for you as a result and any supporting evidence
- We will acknowledge receipt of your complaint via email within 5 working days
- Your complaint will be investigated fully and if required relevant employees will be consulted for further information or clarification
- When possible we will ensure a level of confidentiality is maintained. In some circumstances, such as safeguarding we cannot guarantee confidentiality
- For apprentices under 18 who raise a complaint and dependant on the nature of the complaint, we may be obliged to inform parents/guardians
- We will respond to you within 14 working days of your complaint being acknowledged to advise you of the conclusion of your complaint

Stage 3 – Appeal Stage

- If the complainant disagrees with the outcome of the investigation and conclusion, they have the right to appeal this decision
- Appeals must be emailed to cukapprenticeships@claas.com and be made within 14 working days of receipt of the original conclusion
- Your appeal and supporting evidence will be reviewed and a conclusion will be reached
- The outcome of the appeal will be communicated via email to the complainant within 28 working days of your appeal being acknowledged

Stage 4 – Further Action

- Following on from the appeal stage, if you wish to escalate your complaint further you may wish to contact the Education and Skills Funding Agency (ESFA)
- The following link will provide further information, advice and guidance on how to raise a complaint with the ESFA <https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>