



## PROCEDURE

# COMPLIMENTS AND COMPLAINTS

**Issue:** 2.1  
**Date:** 09/08/2021

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## **AMENDMENT HISTORY**

<b>Issue</b>	<b>Date</b>	<b>Author</b>	<b>Description of Change</b>
1.0	24/08/17	J Mitchell	First Issue
1.1	24/11/17	G Richardson	Rebranded from PDS to GKA
1.2	16/01/2019	J Mitchell	Change of responsibility
2.0	09/06/2020	J Mitchell	Change of reporting procedure (including additional guidance) and responsibility.
2.1	09/08/2021	G Richardson	Annual review

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# 1 INTRODUCTION

GKA is committed to listen and respond to the views of all its stakeholders. We welcome feedback both positive and constructively critical. It is important for us to know when we get things right, and when we need to improve. All programmes and services at GKA are reviewed regularly and stakeholder feedback helps us to prepare and, when necessary, redesign or change the provision that we offer. We want to hear from stakeholders if they feel we have done something well or alternatively if they think we have not.

## 1.1 Purpose

This procedure is designed to provide guidance to any learner or employer who is dissatisfied with any aspect of GKA or have positive suggestions/comments.

## 1.2 Scope

The compliments and complaints procedure are for learners, employers or any stakeholders who have a concern regarding the services provided by GKA and its employees.

## 1.3 Review

The document will be reviewed annually from the date of first issue.

## 1.4 Definitions

Procedure

A **Procedure** is more detailed than a process, but less detailed than a work instruction. It tells how a series of sequential tasks should be performed to achieve a specific outcome. You are probably dealing with a procedure when the task has ten separate actions or three or more small tasks, the steps get two or more levels deep (steps and sub steps), the job involves more than one person or department, and the task is completed from start to finish in one continuous time frame (no significant delays between steps).

## 1.5 Supporting Documents

Complaints Form (Appendix A)

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## 1.6 Stakeholders

The people mentioned in Table 1 are process stakeholders. Stakeholders are responsible for ensuring that their respective teams buy into the process.

<b>Name</b>	<b>Role</b>	
Gordon Richardson	Head of Education & Quality	Document Owner
Paul Freeman	Managing Director	Business Sponsor
Jenny Harman	Director of Operations and Delivery	
Ray Snowdon	Head of Product Design	
Sara Goneos	Finance Manager	
Jeanette Mitchell	Quality Manager	

**Table 1 – Stakeholders**

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## 2 COMPLIMENTS

If you wish to formally compliment GKA on any aspect of its products or service including that received by individual members of staff, you can do so by completing the Compliments and Complaints Form and emailing it to: [complimentsandcomplaints.GKA@gkapprenticeships.com](mailto:complimentsandcomplaints.GKA@gkapprenticeships.com)

If you cannot contact us in writing as above, and want reasonable adjustments under the Equality Act 2010, you can contact the Quality Manager, Jeanette Mitchell by telephone: **M** +44 (0) 7701 325253

Feedback can also be provided via the Learner and Employer questionnaires, Forums and Learner Representatives.

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## 3 COMPLAINTS

### 3.1 Overview

In dealing with complaints, we aim to respond quickly and positively and to reach a satisfactory outcome for all concerned. GKA aims to keep the complainant informed of its progress in dealing with the complaint and the personnel involved.

This procedure can be used by anyone using the services of GKA.

Complaints against assessment decisions, however, should be made through the Appeals Procedure.

### 3.2 How you can complain

You can make a complaint by completing a Compliments and Complaints Form and emailing it to [complimentsandcomplaints.GKA@gkapprenticeships.com](mailto:complimentsandcomplaints.GKA@gkapprenticeships.com)

If you cannot contact us in writing as above, and want reasonable adjustments under the Equality Act 2010, you can contact the Quality Manager, Jeanette Mitchell, by telephone: **M** +44 (0) 7701 325253

### 3.3 What to include in your complaint?

When making a complaint, you need to include the following information - this will help us resolve it as quickly as possible:

- Your contact details.
- State that you would like to make a complaint.
- Who or what you are making a complaint about, including names if known?
- Where and when the events of the complaint happened.
- The outcome you are seeking by raising your complaint.
- It would also be helpful if you include the following:
  - A clear and concise summary. Give as many details as you can at each stage of the process. As long as they follow a logical order, bullet points and notes are fine.
  - Any supporting documents and correspondence.

### 3.4 How are complaints dealt with?

All complaints will be considered fairly. No one who invokes the procedure will be discriminated against for having done so. Complainants may be offered support to make their complaint. For all complaints, the privacy and confidentiality of the



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complaint will be respected. If a disclosure is necessary to progress the complaint the complainant will be notified in advance.

An initial response to the complaint should be received within 10 working days of receipt. The Quality Manager will be responsible for investigating the complaint or appointing an investigating manager.

### **3.5 Outcomes of the investigation**

The complainant will be notified in writing of the outcome as soon as possible, but within 10 working days from the date of receipt unless there is a clear reason for extending the timescale. In which case the complainant will be notified.

On completion of the investigation the complaint will be classified in one of three ways:

- 3.5.1 **Upheld** - the complaint was fully justified and will result in corrective action being taken e.g. an amendment of service/procedure, staff training, improved communication.
- 3.5.2 **Partially upheld** – certain aspects of the complaint were considered justified and will result in follow up action.
- 3.5.3 **Not upheld** - the complaint was not justified

### **3.6 Appeal**

If the person is not satisfied with the decision taken in respect of their complaint, they should appeal by letter or email within 10 working days of receipt of the letter or email. Details of further evidence or documents a person wishes to support the review of the initial decision should be included. Arrangements will be made for an investigation with the relevant Senior Manager/Director within 15 working days. The outcome of this review will be recorded and copied to all relevant parties. Where the decision is not upheld reasons will be given, as to why this was the case. Where a decision is upheld a statement putting the remedial action and timescale for implementation provided.

If you are not satisfied with the outcome of your complaint and your programme is funded by the Education and Skills Funding Agency (ESFA), then you may raise your complaint with the ESFA. Details on how to do this can be found on their website:

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

### **3.7 Monitoring and Review**

The Head of Education and Quality will be responsible for analysing statistical information relating to compliments and complaints for trend information to

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ensure we identify areas of strength and areas for development and take appropriate action.

