

# Apprenticeship Policy

## Learner Appeal





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## 1. Scope

### What is a complaint?

UKFast recognises that there may be times when a learner feels dissatisfied or that the services, they have received aren't acceptable. This could be when a learner feels they have been discriminated against or been treated unfairly by a process, service, an individual or facility. If this occurs, we encourage our learners to communicate with us and follow the complaints process listed below. UKFast ensure that all learners are able to make a complaint and all complaints will be investigated transparently and fairly in a timely matter.

### Our commitment.

UKFast are committed to ensuring the service we provide our learners is to the highest standard in all aspects. We listen to our learner and offer various outputs where they can feedback to UKFast:

- UKFast measures and facilitate quarterly student voice events which is an anonymous safe space for learners to feedback on their experience.
- and as a provider we strive to make improvements and changes from their feedback.



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- Learners attend progress reviews with their dedicated assessor and team leader every eight weeks where clear and transparent feedback is given by all parties.
  - All learners are introduced to the complains process during their induction so they understand UKFast complaints policy and can ask any questions
  - UKFast are continuously reviewing the service we provide to our learners by regular team leaders meet ups, director engagement and feedback on the learners

## Complaints process

Learner unhappy with an assessment or any discrimination in any form when undertaking any activity within the training provider.



Appeal to Head of Apprenticeships (if the case is against said person, please take it to their line manager). The Head of Apprenticeships will investigate the complaint and provide formal feedback to the learner regarding the complaint. In relation to assessment decisions, a review of the work will be done alongside the assessor and feedback granted. In relation to acts of bullying or discrimination, an investigation will be launched in line with the whistleblowing policy.



If the learner is not happy with the reasoning or outcome and it is not resolved within 5 working days? Then they may take it to the next stage.



Appeal to the Director of People Development/HR Director/CEO with a written complaint outlining the feedback from the previous stage and your intent to further complain.



Issue not resolved within a further 10 working days?



Appeal directly to the Awarding Organisation. This will be City & Guilds or BIIAB depending on your apprenticeship route.

City & Guilds - <https://www.cityandguilds.com/help/help-for-learners>



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n.b There may be a small charge for an appeal to an Awarding Organisation



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