



COMPLAINTS POLICY AND PROCEDURE

Scope of Policy

This policy is aimed at our learners who are registered to a School of Marketing qualification. This Policy sets out rules on how to make a complaint and explains the process of dealing with any complaints made. This Complaints Procedure deals with complaints arising from:

- Recruitment and Delivery (or lack of delivery) of services for education and training including teaching, course content, coaching, tutoring, assessment, feedback on progress and Apprentice support during learning programmes
- Incorrect or misleading information about services provided by School of Marketing
- Delivery (or lack of delivery) of support services provided by School of Marketing including administration of fees, enrolment processes, health and safety and Apprentice resource services
- Unacceptable actions or behaviour by School of Marketing staff and/or other Apprentices in School of Marketing.

Purpose of Policy

- School of Marketing will deal with legitimate complaints in a fair, prompt and objective manner.
- Complaints will be dealt with without recrimination and Apprentices will not be disadvantaged by raising a complaint.
- School of Marketing will be fair in the treatment of all those who complain irrespective of age, gender, ethnicity and disability.
- Complaints will be dealt with promptly and constructively.
- All complaints will be dealt with in confidence but shared with any person who may be the subject of a complaint.
- The outcomes of any complaint will be shared with the complainant and any staff involved.
- Complaints made which, on investigation, turn out to be malicious, may result in disciplinary action.
- **The Managing Director, Idalina De Jesus** will be responsible for the management of the Complaints Policy.

Policy Statement

The School of Marketing is committed to providing a high-quality service for our Apprentices, service users and external contacts, in a non-discriminatory way. It is our policy to take all complaints seriously and to ensure that they are promptly investigated at an appropriate level. We are also committed, whenever possible, to act to reduce the likelihood of recurrence of similar problems. School of Marketing will take extra care ensuring any information identifying complainants is kept secure and confidential, processing information in accordance with our Data Protection,



Copyright and Confidentiality Policy. Any records containing sensitive information and/or identifying the complainants will be kept secure and confidential for the retention period (see below) and will then be disposed of in a secure manner.

Complaints Procedure

All complaints must initially be made in writing to the **Managing Director**. Support can be made available for all those involved in a complaint including parent, guardian, friend or supporter and help with completing the Written Complaint.

Informal Complaints

School of Marketing aims to resolve most of the complaints by carrying out a discussion between the complainant and the appropriate member of staff. The initial complaint may be made orally or in writing and the member of staff receiving the complaint should make a response within 10 working days, orally or in writing. It is expected that staff are tactful and helpful when dealing with a complaint. If the complainant is dissatisfied with the response received, they should then be guided to using the formal procedure.

Formal Complaints

As a rule, School of Marketing requires that a formal complaint is made in writing within 15 working days of an incident or action from which the complaint arises, or from the date when the complainant received an oral or written reply to an informal complaint (see above). In exceptional circumstances, a longer period will be considered.

Please find the formal complaints procedure below:

- The complaint should be sent to the **Managing Director**.
- If the complaint involves the **Managing Director**, an alternative senior manager will be appointed to manage the process.
- The complaint will be logged, and its receipt will be acknowledged to the complainant within 5 working days.
- The **Managing Director** will carry out an initial assessment of the complaint within 5 working days, unless the complaint involves the **Managing Director**. In which case another senior manager will carry out this process.
- In most cases, complaints will be referred to the appropriate staff for investigation and report.
- School of Marketing will nominate a suitable member of the management team to carry out an investigation of the complaint. They may interview the complainant; the respondent; witnesses to the matter or events; and anyone they believe may have a role in establishing or disproving the complaint, as necessary.
- They will prepare a summary and report back to the **Managing Director** within 10 working days of the initial assessment.
- The **Managing Director** will record the outcome of the complaint and either arrange a meeting to deliver the outcome or notify all those involved in writing as appropriate.

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School of Marketing London Ltd.



- All outcomes will be confirmed in writing to all those involved.
- If the complaint involves an Apprentice, they will be offered support at the meeting.
- All Apprentices will be encouraged to bring a supporter to the interview.
- Vulnerable Adults must have the support of their care worker, or a person of their choice, who can act as their advocate and the **Managing Director** must be informed.
- The formal complaint should be resolved within 25 working days of the receipt of the original formal complaint.
- If it appears that a decision will not be reached within the due period, those involved will be advised of the need for a longer period.
- The decision made will be final, but this does not affect an individual's legal rights and includes the right to complain directly to the End Point Awarding Organisation (EPAO) if the apprentice is not satisfied with the outcome of the complaint.
- Each EPAO should be consulted for details of their own complaints or appeals processes and should be followed and documented accordingly.

Appeals

If you wish to appeal against a decision on a complaint that was applied, please refer to School of Marketing's Appeals Policy.

Escalation to Education and Skills Funding Agency (ESFA)

In the event that a complaint made to the School of Marketing in the first instance remains unresolved, or the complainant believes that their complaint has not been resolved satisfactorily, then they may escalate their complaint to the ESFA Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk.

Review Arrangements

School of Marketing will review the policy annually as part of our self-evaluation arrangements; amendment and review may also be in response to feedback requests or good practice guidance issued by Regulators, to align with their appeals and complaints process. Furthermore, School of Marketing will endeavor to monitor and review:

- Number of complaints of each type
- Time taken to process complaints
- List of outstanding complaints
- Outcomes to complaints
- Results of appeals
- Analysis of complaints and outcomes by age, gender and ethnicity of the complainant.