

# Arch Apprenticeships Compliments & Complaints

## Policy Statement

BC Arch Ltd T/A Arch Apprenticeships encourages all complaints to be dealt with informally, and if this is not possible it will be progressed through the following complaints procedures.

## Apprentices

If you are an Apprentice and you have a complaint about your learning programme, the sub-contractor you are working with or BC Arch Ltd (including claims of discrimination or harassment whether at a BC Arch Ltd site or on work placements), you should first of all discuss your complaint with your Learning and Development Coach (**LDC**) who will try and resolve it for you within five (5) Business Days of your discussion, if this needs to be extended this will be agreed with all parties involved.

If the complaint is about a member of the LDC team then you should contact the service desk [support@archapprentices.co.uk](mailto:support@archapprentices.co.uk) (the "**Service Desk**"). Your complaint will be kept confidential if you wish, provided it is practicable to do so. A record of your complaint and the date on which it was made will be kept within the Service Desk.

If your complaint cannot be resolved informally with your LDC you should then put it in writing to the Service Desk. They will:

- record your complaint;
- acknowledge your complaint within five (5) Business Days of receipt;
- investigate the issues you raise – this may involve discussion with you; and
- write a response to you within five (5) Business Days of the date they acknowledge your complaint. This will include a full explanation of any rejection of any part (or all) of your complaint.

Where issues take longer than five (5) Business Days to investigate, you will be kept informed on the progress of the investigation, and a new deadline for the response will be given. The response will state whether the complaint has been upheld, rejected or partially upheld.

## Parent/Employer of an Apprentice

If you are a parent or employer of an Apprentice and you have a complaint, you should first of all email the Service Desk [support@archapprentices.co.uk](mailto:support@archapprentices.co.uk) who will allocate your complaint to the appropriate member of staff or make an appointment for you to see the Head of Learning to discuss the issues of concern.

BC Arch Ltd will attempt to resolve the issues within five (5) Business Days of your discussion. Your complaint will be kept confidential if you wish, provided it is practicable to do so. A record of your complaint and the date on which it was made will be recorded.

If your complaint cannot be resolved informally or you are not satisfied with the outcome, you should put it in writing and email to:



Education & Skills  
Funding Agency



† +44 (0)20 8080 6482 e [enquiries@archapprentices.co.uk](mailto:enquiries@archapprentices.co.uk) w [www.ArchApprentices.co.uk](http://www.ArchApprentices.co.uk)

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Chief Operating Officer (COO) [Amy.Crawford@archapprentices.co.uk](mailto:Amy.Crawford@archapprentices.co.uk)  
Chief Executive Officer (CEO) [mark.creighton@archapprentices.co.uk](mailto:mark.creighton@archapprentices.co.uk)

S/he will:

- acknowledge your complaint within one (1) Business Day of receipt;
- investigate the issues you raise – this may involve a discussion with you; and
- write a response to you within five (5) Business Days of acknowledgement of your complaint. This will include a full explanation of any rejection of any part (or all) of your complaint.

Where issues take longer than five (5) Business Days to investigate, you will be kept informed on the progress of the investigation and an agreed time scale communicated to all parties involved. After all procedures have been followed, you may complain to the Education and Skills Funding Agency (“ESFA”).

In all responses to formal complaints, the complainant will be informed of their right of appeal, and how to do so and within what timescale, if they so wish.

## How complaints are managed

### Informal complaints:

We encourage all complaints to be dealt with informally. If you are an apprentice, please discuss your complaint with your LDC or Delivery Manager. If you are a parent or employer, please telephone the Service Desk or make an appointment to speak with a relevant member of Staff.

If you are not satisfied with the response or if the complaint concerns the staff mentioned above, then you can complain formally, in writing. Please address your complaint in the first place to the COO. If the complaint is about the COO, then address your complaint to the CEO.

### Formal complaints:

Where cases come through to our Service Desk, we will respond within one (1) Business Day of receipt. If it is a formal complaint, it is escalated to the relevant member of staff.

If you are not satisfied with the outcome following the complaint process, then you may further escalate your complaint to the ESFA through the Apprenticeship Helpline telephone 0800 015 0400 or Email [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk).

### End Point Assessment - Grading Appeals

As an apprentice you may also consider appealing an End Point Assessment (EPA) grading decision:

*The details of how to do this is covered in our separate Appeals Process.*

The apprenticeship is graded by an Independent Assessor working for the relevant End-point Assessment Organisation (EPAO). They are subject matter experts and make a judgement based on the work / projects you submit, and the professional discussions held with you. Should you wish to appeal or challenge the grading please ask your LDC for the information on how to do this.

## Document Control

DOCUMENT NAME	VERSION	MASTER COPY LOCATION
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Unless stated within the body of this document, the owner is responsible for maintaining document control and facilitating compliance, as well as the management of review, updates and changes.


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## Revision History

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## Approvals

This document requires the following approvals for implementation and / or for any change in content.

Version	Name	Title / Role	Approval Status	Signed
2021-08-12	Amy Crawford	Chief Operating Officer	Approved	
2021-08-12	Mark Creighton	Chief Executive Officer	Approved	