



Apprenticeship Employer Complaints Procedure

1. The University (as Training Provider) will follow the procedure set out below in the instance of a complaint from an Apprenticeship Employer. In the event that the complaint remains disputed at the conclusion of this procedure, the steps outlined in the Dispute Resolution clause of the Apprenticeship Training Service Agreement between the two parties will be followed¹.

Procedure

2. **Stage 1**

Generally, complaints are most easily resolved if they are raised at the time the problem first occurs and with the person/s directly involved. Often, you will be able to resolve your complaint by discussing it with the relevant Apprenticeship Programme Leader.

3. **Stage 2**

If you can not, or feel unable to, resolve your concerns in this way, please put your complaint in writing to the Head of Learning Enhancement, who will seek to provide you with a response to your complaint within 15 working days².

4. **Stage 3**

If you remain dissatisfied with the stage 2 response, you should put your concerns in writing to the University's Complaints Officer. Liaising with relevant colleagues, the matter will be investigated formally. The Complaints Officer will be prepared to discuss the matter with you in person or over the phone as part of the investigation.

5. To assist the process, your written complaint should include the following information:

- name of the Apprenticeship programme
- an outline of any informal discussions which have already taken place to resolve the issue (including the names of any staff involved and any relevant dates)
- a summary of the resolution/outcome you are seeking
- any other supporting information (for example, copies of correspondence which illustrate your complaint)
- The complaint will be acknowledged within 5 working days of receipt by the Complaints Officer and the investigation will be completed within 20 working days.

6. Following investigation, the Complaints Officer will either:

¹ The apprentice themselves can make a complaint using the University's Student Complaints Procedure, which is available on the University website: http://www.leeds.ac.uk/secretariat/student_complaints.html

² If the University cannot meet this or any of the other deadlines set out in this procedure, the complainant will be kept fully informed of the reasons why.

- seek to resolve the complaint informally (through mediation, or following further enquiries at a local level, for example);
- uphold the complaint as a whole or in part (and take action accordingly);
- dismiss the complaint if there is no case to answer;

Contacts

7. The University's Head of Apprenticeships is Dominic Millington, who can be contacted at:

Student Success and Educational Engagement Directorate
Level 10, Marjorie and Arnold Ziff Building
University of Leeds
Leeds LS2 9JT

Email: d.millington@leeds.ac.uk

Tel: 0113 343 7864

8. The University's Complaints Officer is Eleanor Moore (Head of Student Cases) who can be contacted at:

The Secretariat
Room 11.057 Worsley Building
University of Leeds
Leeds LS2 9JT

Email: E.Moore1@leeds.ac.uk

Tel: 0113 343 1276