

Last Review Date:	Next Review Date:	Policy Managed by:
07/12/2022	07/12/2023	Nick Marler

Version	Date	Author	Changes
1.1	07/12/2022	Nick Marler	Review

Employer Complaints Policy

Overview

Buttercups Training takes the investigation and resolution of complaints about its service seriously. We are committed to undertaking a full investigation of any issues in a fair, transparent and objective manner, and will take appropriate action following completion of an investigation into any issues, or the professionalism of any individual.

These procedures address complaints made by employers about the provision of services by Buttercups Training. We aim to settle any complaint in a positive and reasonable manner. We believe that addressing problems and dealing with shortfalls in our service is part of a learning process that strengthens our delivery and enhances our position as a professional provider of training.

If you are unhappy with our service

If you are unhappy with the service you have received from Buttercups Training, you are entitled to make a complaint and have it considered. Many issues may be resolved informally during normal discussions with our staff, such as in meetings, via email communications or phone calls.

If you are unhappy with this or consider that a more serious complaint needs to be raised, this can be done formally via email or letter.

To whom should I complain initially?

For an informal complaint please contact our Customer Services Team - 01159 374936 - to be directed to the relevant personnel who can assist in addressing your complaint. A formal complaint should be made in writing in the first instance, with the aim of resolving issues as quickly and professionally as possible.

Email: training@buttercups.co.uk

Post: Buttercups Training Ltd, Buttercups House, Castlebridge Office Village, Castle Marina Road, Nottingham, NG7 1TN

Where complaints cannot be resolved via the Customer Services Team, they should be directed to the relevant department:

- Apprenticeship administration issues – Apprenticeship Services
- Contracts and finance – Finance
- Learner material issues – Client Services and Products
- Learner on programme – Teaching, Learning and Assessment
- Staff issues – Operations
- Technical issues – Digital and Technology Solutions

A formal complaint should be made in writing in the first instance to the relevant manager:

- Apprenticeship issues: Danielle.Perks@buttercups.co.uk
- Contract & Finance issues: Lucy.Bate@buttercups.co.uk
- Teaching and assessment issues: Manjit.Nahal@buttercups.co.uk
- Course material issues: Nick.Marler@buttercups.co.uk
- Staff issues: Vanessa.Kingsbury@buttercups.co.uk

The accountability for formal complaints made to Buttercups Training will sit with the relevant Senior Management Team member:

- Apprenticeship administration issues – Emma Seton
- Contracts and finance – Lucy Bate
- Learner material issues – Nick Marler
- Learner on programme – Manjit Nahal
- Staff issues – Martin Geeson
- Technical issues – Alan Howie

How long will it take us to respond?

An allocated member of staff will investigate each complaint. All complaints will be dealt with as quickly and efficiently as possible and will initially be acknowledged within three working days of receipt. The length of the resolution period will vary with the nature of the complaint and the

urgency with which it needs to be settled. However, the intention is that all complaints should be settled within 14 days of receipt.

Resolution of complaints

A final response communication should include a summary explaining how the complaint has been considered and the conclusions reached. It should highlight any remedial action needed and confirm that any action needed has either already been completed or the proposed timescale of when such action will be completed.

If I am not happy with the outcome or want to escalate a complaint

If you are not satisfied with the process or resolution, details of how to appeal to the Board will be given in the outcome.

Monitoring

Buttercups Training will update a complaints log to record the following information:

- Each formal complaint received ·
- The subject matter and outcome of each formal complaint ·
- Details of any reasons for delay where an investigation took longer than the agreed response period

The date the response to the investigation was sent to the complainant