

Last Review Date:		Next Review Date:		Policy Managed by:
16/01/2026		16/01/2027		Head of Customer Operations
Version	Date	Author		Changes
1.1	07/12/2023	Nick Marler		Review
1.2	02/12/2024	Nick Marler		Change of managers reflected
2.0	16/01/2026	James Woodrow		Updated process

# Employer Complaints Policy

## Overview

Buttercups Training takes the investigation and resolution of complaints very seriously. We are committed to carrying out full, fair, transparent, and objective investigations into any issues raised, and we will take appropriate action following the conclusion of any investigation.

This policy outlines the procedures for handling complaints made by employers regarding the services provided by Buttercups Training. Our aim is always to resolve complaints promptly, reasonably, and positively. We believe that addressing concerns and identifying areas for improvement strengthens our service delivery and supports our position as a professional provider of training.

## If you are unhappy with our service

If you are dissatisfied with the service you have received from Buttercups Training, you are entitled to raise a complaint. Many issues can be resolved informally through normal communication channels such as meetings, email, or telephone discussions.

If you feel the issue remains unresolved, or you believe a more serious concern needs to be raised, you may submit a formal complaint via email or letter.

## To whom should I complain initially?

For informal complaints, please contact our Customer Services Team on 01159 374936, who will direct you to the most appropriate person to support you.

Formal complaints should be submitted in writing in the first instance to ensure they can be addressed as efficiently and professionally as possible.

Email: [complaints@buttercups.co.uk](mailto:complaints@buttercups.co.uk)

Post: Buttercups Training Ltd

Buttercups House, Castlebridge Office Village

Castle Marina Road

Nottingham

NG7 1TN

If a complaint cannot be resolved immediately by the Customer Services Team, it must be escalated to our central complaints inbox:

[Complaints@buttercups.co.uk](mailto:Complaints@buttercups.co.uk)

Upon receipt, the Customer Services Team will acknowledge your complaint and direct it to the appropriate department for investigation. This may include:

- Apprenticeship Services: Administration-related issues
- Finance: Contract and billing matters
- Client Services & Products: Learner material enquiries
- Teaching, Learning & Assessment: "On-programme" learner concerns
- Operations: Staff-related issues
- Digital & Technology Solutions: Technical problems

All formal complaints must be submitted in writing to the central complaints inbox. Each complaint will be assigned to the relevant Senior Management Team member, who holds overall accountability for ensuring a timely and appropriate resolution.

## 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 depending on the nature and urgency of the complaint. However, the intention is that all complaints should be settled within 14 days of receipt.

## Resolution of complaints

A final response will include a summary explaining how the complaint has been considered and the conclusions reached. It will highlight any remedial action required and confirm whether the action has already been completed or provide the proposed timescale for completion.

## 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