

Last Review Date:	Next Review Date:	Policy Managed by:
29/11/2021	29/11/2022	Nick Marler

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 giving an explanation of 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 final 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.

Last Review Date:	Next Review Date:	Policy Managed by:
27/01/2022	27/01/2023	Head of Centre

Learner Grievance Procedure

Overview

Buttercups Training is an organisation that encourages learners to voice their criticisms or suggestions for improvement. Everyone has the right to express their views as long as the equal rights of others are respected. If you feel a sense of injustice or dissatisfaction with any aspect of your course or provider then you have the right to raise the issues.

Buttercups Training takes the investigation and resolution of grievance about our 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.

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.

Many issues may be resolved informally during normal discussions with our staff, such as via email communications or phone calls to achieve a satisfactory outcome. However, if you wish to raise the issue(s) formally then please follow the procedure below.

Stage 1

Discuss the matter with a person at Buttercups who is regularly involved in the delivery of your programme. If you are unsure who to talk to then please contact our Student Liaison Officer who will direct you to an appropriate member of staff. If the member of staff is unable to resolve the issue, they will escalate to their manager.

If no satisfactory outcome

Stage 2

The manager will contact you to discuss the grievance and provide a resolution for you. If you do not agree with the resolution, they will provide you with details to make a formal complaint to the senior manager responsible for the department.

If no satisfactory outcome

Stage 3

A formal complaint should be made in writing to the relevant senior manager with the aim of resolving issues as quickly and professionally as possible. Provide full details of the discussion(s) you have had at each previous stage, along with dates and copies of any relevant documents.

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 15 working days of receipt.

If no satisfactory outcome

Stage 4

You have the right to appeal against the decision of the senior manager to Buttercups Training within 15 working days. Send a written statement with full details of your appeal to the Chief Executive Officer, who will respond to you within seven working days of receiving your complaint and will investigate the matter and inform you of the outcome of the investigation.

Additional Information for those on an apprenticeship course

In addition to raising concerns and issues with Buttercups Training, Apprentices and their Employers can contact the apprenticeship helpline regarding Apprenticeship concerns, complaints and enquiries:

Apprenticeship helpline: <https://help.apprenticeships.education.gov.uk/hc/en-gb>

Email: helpdesk@manage-apprenticeships.service.gov.uk

Telephone: 08000 150 600