



## **EPA Complaints Policy & Procedure**

### **Introduction**

We are committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow Prepare to Achieve (PTA) formal complaints procedure.

We aim to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial, and confidential manner.

All complaints are upheld, and the policy revised where necessary based on the review on the complaints tracker. Any outcomes which require PTA to review additional policies and/or procedures will be completed swiftly with notification to all relevant parties.

### **Scope**

This policy and procedure only cover complaints that apprentices, employers, or training providers (complainants) wish to make in relation to the EPA service delivered by Prepare to Achieve. If your complaint is related to a decision following the outcome of an enquiry about a result for an assessment or a decision regarding reasonable adjustments and special considerations, then please refer to the Appeals Procedure.

### **Responsibility**

It is the responsibility of everyone involved in the delivery of the EPA to be aware of the complaint's procedure. The review of this policy and procedure will be carried out by the Operations and Quality Manager. All updates will be available on our website.

### **Review Arrangements**

This policy will be reviewed annually as part of our self-evaluation process and revised as and when necessary in response to feedback or requests. We may also update this policy as part of good practice guidance issued by the regulatory authorities

## Procedure

### Stage 1 – Raising a concern

Concerns can be raised with PTA at any time and will often generate an immediate response, usually by telephone or email, which will resolve the concern. We request that the apprentices, training providers or employers make their first contact with a member of staff / Account Manager. [epa@preparetoachieve.co.uk](mailto:epa@preparetoachieve.co.uk)

On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please email or call the Operations & Quality Manager. [Julie.sizer@preparetoachieve.co.uk](mailto:Julie.sizer@preparetoachieve.co.uk) or Telephone No. 07706 310008.

### Stage 2 – Complaint investigated by the Operations & Quality Manager

The Complainant should endeavour to clearly set out the reason for their complaint and may be asked to submit their formal complaint in writing with any supporting evidence.

The Operations and Quality Manager will acknowledge receipt of a formal complaint within 2 working day and complete their investigation within 10 working days. If a complaint is more complex, involves communicating with people who are not available at the time, or requires the collecting of information which is not immediately available, this may be extended. If such a step is necessary, the Complainant will be informed of the revised timescale.

### Stage 3 – Complaint is referred to a Senior Leader of the Progress Group.

If the matter has not been resolved at Stage 2, your written complaint will be passed on to an impartial member of SLT at Group. Following the investigation, the senior leader will give a written response within 10 working days of receiving the letter of complaint.

### Stage 4 – Formal complaint heard by the Executive Team.

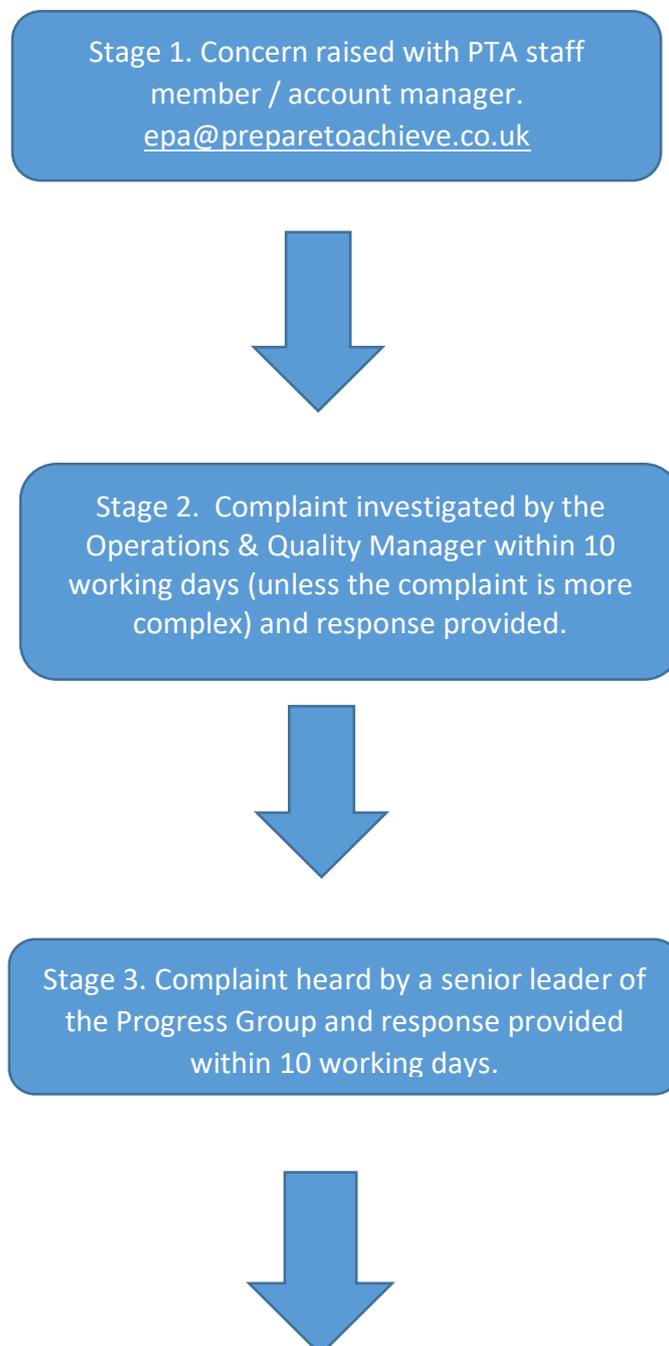
If the matter has still not been resolved at Stage 3, then you should write to or request the complaint is passed to The Progress Group Board giving details of the complaint. The Executive Team will go over all evidence and investigation outcomes before providing a response and/or additional actions carried out to resolve the complaint. The further investigation will normally take place within 7 working days of the receipt of the written request for Stage 4 investigation. Any letter addressed to the Executive Team should be addressed to: Progress Group Head Office, Switch House, Northern Perimeter Road, Bootle, Liverpool, L30 7PT.

## Continuous Improvement

In situations where a complaint has been upheld or partially upheld then appropriate action will be taken to improve the relevant processes. Where the performance or behaviour of a PTA staff members is deemed unacceptable, further training would be provided and or the disciplinary procedure would be evoked.

Information gathered on our complaint's tracker will be used by PTA as evidence to inform EPO processes and procedures.

### Complaints Procedure Flow Chart





Stage 4. Formal complaint to the Progress Group Executive Team. All evidence will be reviewed and investigated and a formal response provided in 7 days.