



T A N G E R I N E

COMPLAINTS POLICY

2021-2022

Prepared By: Georgia Fitzgerald- August 2021

A handwritten signature in black ink, appearing to read "G Fitzgerald", on a light-colored background.

Authorised by: Sandy Lindsay MBE- August 2021

Review date: August 2022

SCOPE AND PURPOSE

At The Juice Academy, we are committed to providing high quality services for all our apprentices, taking account of users' views and using the findings to promote and develop capacity for sustainable improvement.

This document details the complaints procedure. A complainant may be a learner, prospective learner, parent, employer or any other interested party that indicates dissatisfaction with the current level of service.

RESPONSIBILITY

Overall responsibility for this procedure lies with the Chair, Sandy Lindsay MBE, whilst day-to-day responsibility for implementation of this procedure lies with the Associate Director.

All staff have a responsibility to try to resolve informal complaints prior to invoking the Complaints Procedure.

All staff have a responsibility to forward formal complaints to the Associate Director.

MAKING A COMPLAINT

Formal complaints can be made in the following ways:

- By telephone – 0161 817 6600
- By Email – info@juiceacademy.co.uk
Heather.Blewett@juiceacademy.co.uk
Georgia.Fitzgerlad@juiceacademy.co.uk
- In writing – by completing the Complaints Form which is available upon request from The Juice Academy in print or digital form.

POLICY

The Juice Academy:

- Will investigate complaints thoroughly and objectively and they will be regularly monitored by the Associate Director.
- Aims to reach an outcome / decision within 10 working days – however some complaints, especially if the issue is more difficult to resolve, may take longer.
- Will contact the complainant to advise if the investigation is likely to take more than ten working days and will keep them informed of our progress by their preferred method of contact.
- Aims to have communicated the outcomes/decisions to the complainant within 10 working days.
- Will ensure that apprentices will not be treated less favourably following their complaint. If this is found to be the case, staff disciplinary procedures will be followed.
- Will identify actions from complaints, comments and compliments received to improve and develop our services.

PROCEDURE

Apprentices

If a learner has a concern, it should initially be raised with their tutor, or any member of the Juice Academy team. The member of staff must take every opportunity to resolve the complaint informally. If an informal resolution is not possible, a Complaints Form should be completed by the learner (with assistance of a member of staff if required) and sent to the Associate Director.

If the complaint is communicated by telephone or email the member of staff will record the details on behalf of the complainant and send it to the Associate Director.

External complainants can contact The Juice Academy directly using the contact details above.

We will ask for Equality and Diversity Information for example; gender, age, ethnicity etc. these details help us to make sure that all people are treated fairly.

Complaints Form should be completed with as much detail as possible but most importantly should include:

- full name
- date of birth

- contact details.

ALL formal complaints **must** be sent to the Associate Director to record on the Complaints Log.

On receipt of a formal complaint, an Investigation Lead will be allocated immediately and the 10 working day cycle begins.

The Investigation Lead will be provided with details so that they have all of the information required to undertake the investigation. The Academy Co-ordinator, Heather Blewett, will continuously monitor and track the complaint, comment or compliment until the issue has been resolved.

Following the investigation, the outcomes/decision will be communicated to the complainant, by their preferred method of contact.

If the issues have been resolved the complaint will be closed on the Complaint log.

Compliments, Comments or Complaints should be raised within three months of the original issue so that evidence is available for the investigation. Any Compliment, Comment or Complaint received after this period will not be investigated.

Apprentices should be aware that malicious complaints received in any form will result in disciplinary action (i.e. complaints that are not true, use of foul language in any communication that are sent to staff). Recorded in the Disciplinary log.

All complainants should be aware that The Juice Academy staff have the right to work in a pleasant and safe environment and any violent or abusive behaviour towards staff will not be tolerated.

COMPLAINTS APPEAL PROCESS

If the complainant is dissatisfied with the outcome of a complaint, they may appeal against the decision within ten working days of our response.

The appeal will be investigated by a manager independent of the original complaint and the above timescales will apply. The outcome of this appeal concludes the complaints process with The Juice Academy. If the complainant is still dissatisfied, then it is passed onto the Quality Manager at Apprentify.

If the complaint relates to a course funded by the Education Funding Agency or Skills Funding Agency and the above Complaints and Appeals Process has been exhausted, apprentices can contact these agencies within three months of the complaint decision using the contact details below:

Skills Funding Agency
Cheylesmore House,
Quinton Road
Coventry
CV1 2WT

Tel: 0345 377 5000

EFA Complaints
Providers, Standards and Intervention
Education Funding Agency
Earlsdon Park
55 Butts Road
Coventry
CV1 3BH
mailto:YPNorthern.EFA@education.gsi.gov.uk

EQUALITY AND DIVERSITY

All complainants will be treated with respect and fairness throughout any investigations and processes linked to a complaint made.

LOCATION AND ACCESS TO THIS POLICY

- On request from The Juice Academy in print or digital form
- On The Juice Academy website: <https://www.juiceacademy.co.uk/policies>