

## Complaints and Appeals

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<b>Originator:</b>	Directors
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## Complaints and Appeals

### Introduction

Ginger Nut Training is committed to delivering a quality service at all times. However, we accept that occasionally things can go wrong. This policy and procedure describe how Providers (when appropriate), learners and the public may make a complaint to Ginger Nut Training if they are dissatisfied with any aspect of our service.

If you encounter a level of service that you feel does not meet your expectations, we would like to hear from you. Equally, if you are pleased with the services offered, or have a suggestion on how we might improve our services, please let us know.

This complaints policy does not cover any appeals against a decision made by Ginger Nut Training pertaining to a judgement made on a programme submission or any quality assurance judgement made on a Provider programme. Instead, any enquiry or appeal should be made by referring to the Ginger Nut Training Appeals Policy (below) and submitted to Ginger Nut Training using an Appeals Form.

Ginger Nut Training evaluate complaints and dissatisfaction on a quarterly basis. The complaints are reviewed by Senior Managers and any actions to improve are implemented and policy and procedures adjusted to reflect any changes.

## How to Make a Complaint

### Introduction

Ginger Nut Training is committed to delivering a quality service at all times. However, we accept that occasionally things can go wrong. This document describes how Endorsed Providers (when appropriate), learners and the public may make a complaint to Ginger Nut Training if they are dissatisfied with any aspect of our service.

To make a complaint please click [here](#) to be taken to our complaints form or you can access it on your e-portfolio.

### Do you need to complain?

The team at Ginger Nut are always willing to listen and it would be great to hear from you before you make a formal complaint. You might be unhappy about something but is it worth discussing with us first so we can resolve it before hand? If you have tried this route and still not satisfied, then you can make a formal complaint. If you wish to talk to someone informally before making a formal complaint, please contact: [delivery@gingernuttraining.co.uk](mailto:delivery@gingernuttraining.co.uk) or call 020 7495 5110 and we will put you in touch with the person who is best able to help you.

### What is a complaint?

Everyone has a different opinion as to what a complaint is. Ginger Nut Training view a complaint as being dissatisfied with a product and/or service. In the main complaints fall into these Ginger Nut categories

- Failing to stick to our own policies and procedures
- Failing to deliver what we say we will deliver. Where can you find this



information? For students, you can find this information in your commitment statement. For other customers you can find it in the Training Agreement that was signed before learning commenced.

- An example is, if we say that your tutor will see you every 4-6 weeks and your tutor doesn't turn up or keeps cancelling, then we need to know. We do monitor our tutors, but things can go wrong.
- Relationship issues e.g. Ginger Nut staff behaviour
  - Hopefully you would never encounter any rudeness from the Ginger Nut team, however, if this does happen then please let us know so we can address it.
- Assessment delivery.
  - If you are not happy with any feedback from your assessor on your apprenticeship qualification, then we want to hear from you. We have a full assessment complaints procedure above.

## Who can make a complaint?

Anyone who engages with us can make a complaint. However, please remember that we do not follow up on anonymous complaints.

All complaints must be made in writing and sent either via email to: [delivery@gingernuttraining.co.uk](mailto:delivery@gingernuttraining.co.uk) or post to: Centre Quality Assurer, Ginger Nut Training, 37 Queen Street, Colchester, Essex, CO1 2PQ.

## Making a complaint against Ginger Nut Training

If you have a complaint, or if you are dissatisfied, regarding any aspect of the service you have received from Ginger Nut Training, please contact us as soon as possible to enable us to try to resolve the issue quickly. If, having contacted us directly, you are still dissatisfied, please send us a written complaint, using the Ginger Nut Training Complaints Form (available [here](#)).



The Ginger Nut Training Centre Quality Assurer has overall responsibility for arranging a hearing where applicable. The panel will consider the complaint, and after a stringent review and evaluation process, will recommend an appropriate disciplinary sanction if the complaint is upheld.

## How Ginger Nut will respond

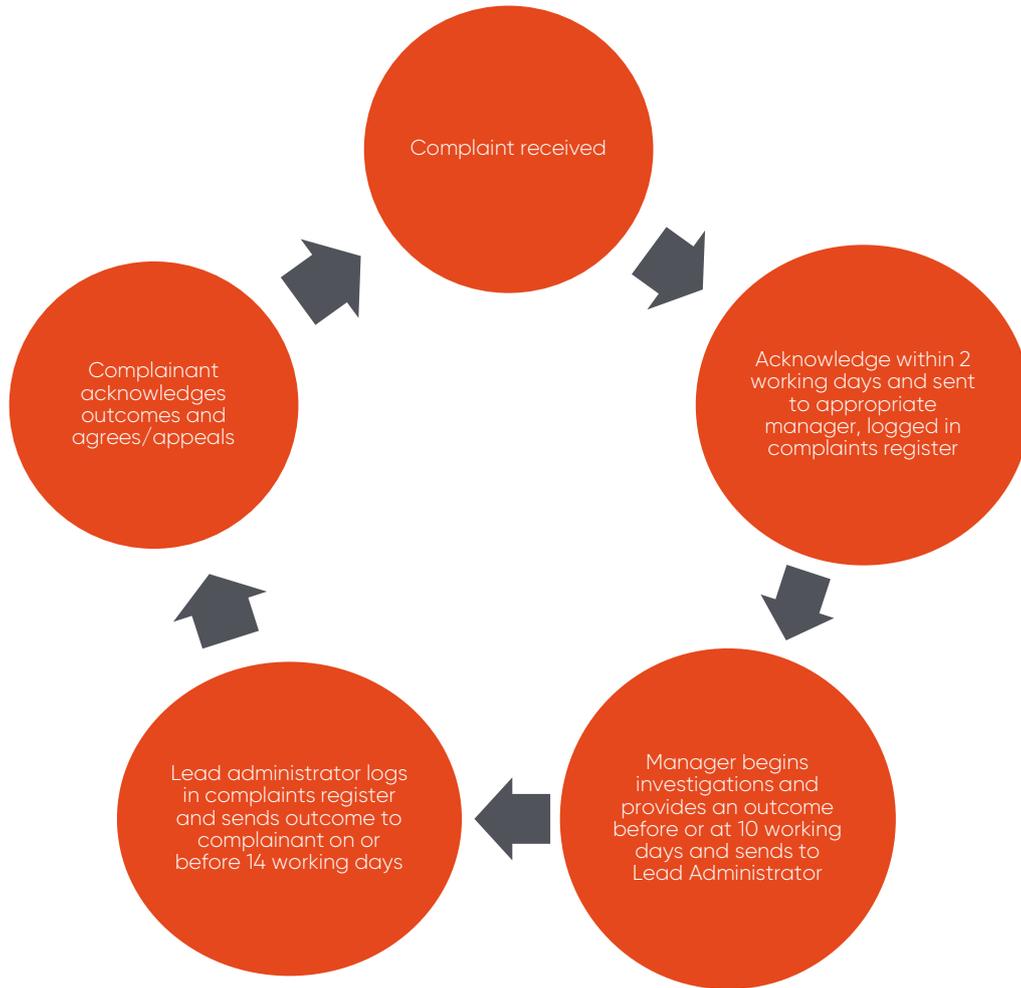
### Ginger Nut Training response to a complaint

When we receive your completed complaint form

- We will acknowledge your complaint within 2 working days. Acknowledging a complaint to you means that we have received your complaint and have forwarded your complaint to the appropriate person to start investigations.
- The Centre Quality Assurer will process the complaint and forward the complaint to the appropriate senior manager, such as Director / Centre Manager, to investigate the matter and will aim to have investigated and a conclusion will be shared with you, within 2 weeks of receipt. If a definitive outcome cannot be given within this time (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be updated as to the progress being made.
- We will treat your correspondence in strict confidence, with fairness and objectivity.
- We will inform you of our decision when a full investigation has been completed.

If after receiving Ginger Nut Training's decision in response to your complaint you are not satisfied, then the matter will be referred to the responsible Ginger Nut Training Director.



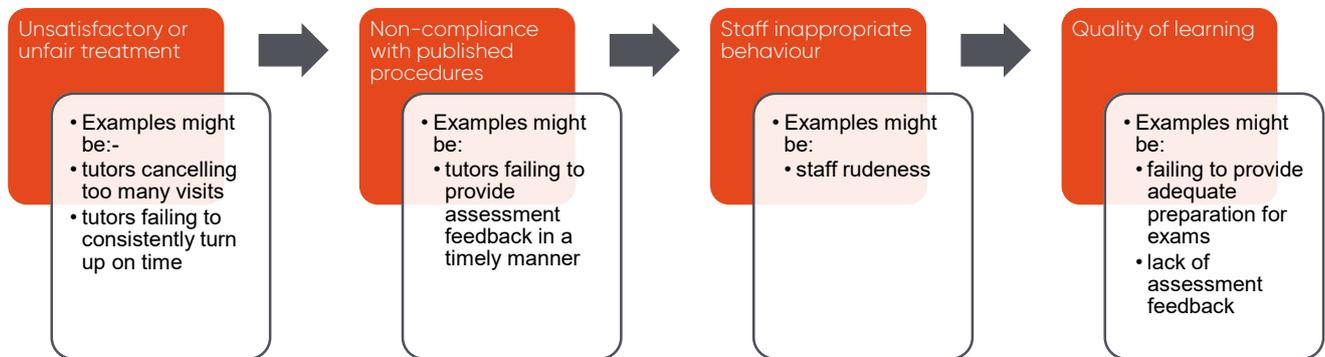


### What will be investigated

Ginger Nut Training will investigate complaints about the following:

- Unsatisfactory or unfair treatment
- Non-compliance with published procedures
- Staff's inappropriate behaviour
- Quality of learning (which will include assessment and teaching)





Ginger Nut Training will not investigate:

- Contractual disputes
- Complaints considered malicious
- Anonymous complaints
- Incidents that took place over 12 months previously

### Partnership Working

Should Ginger Nut Training work with external supplier or other training providers, Ginger Nut Training will follow the providers Complaints and Appeals procedures, where appropriate. For example, Ginger Nut Training may facilitate learners in part of the training programme, and Ginger Nut Training will abide by that providers policy and procedure.

If your complaint is linked to external activities such as examination tests, results etc, Ginger Nut Training will signpost you to the appropriate Awarding Body who have their own appeals procedure and further to the relevant qualification regulator.

### Evaluation

- Ginger Nut evaluate the dissatisfaction / complaints on a 3 monthly basis to see how we can improve either the process and/or service. This evaluation involves Ginger Nut staff from across the business so we can have differing views and opinions that help us to stay relevant. This also acts as a training tool to help our staff to deal with complaints and also be involved in any changes. This then impacts on our customers when making a

complaint to have a positive experience in a difficult situation.

- We also use feedback from complainants to look at their experience and to see if there is anything, we can learn from that to improve our processes and service. So, if you make a complaint, you will receive a follow up asking for your feedback. This follow up is in the form of a questionnaire which you will receive in a communication from us within 2 weeks of the complaint being resolved.
- One example of this is when we received comments that the time frame of processing a complaint was too long. We understand that it can be a nervous time for those making a complaint and having to wait can be distressing. Some complaints do need time to be investigated, however, some complaints can be dealt with swiftly.

If our endeavors do not meet with your expectations, you have the opportunity to escalate your complaint further to the Education and Skills Funding Agency (ESFA) via the address provided below:

[complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk)

The Complaints Team,  
Education and Skills Funding Agency,  
Cheylesmore House,  
Quinton Road,  
Coventry  
CV1 2WT

Full details of the ESFA complaint procedure can be found on the link below:

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

Please note that the ESFA will only deal with a complaint once the training provider's own complaints procedure has been exhausted.

This policy is also available online at <https://gingernuttraining.co.uk/policy-documents/> and on the resources section of your OneFile login



## Appeals

### Introduction

Ginger Nut Training aims to provide fair and reliable judgements for apprentices who are on one of our training programmes. This policy is aimed at learners who wish to appeal against a Ginger Nut Training decision.

This policy does not cover a complaint against an aspect of the service received from Ginger Nut Training staff or representatives. Any complaint pertaining to Ginger Nut Training services, staff or representative should be made by referring to the Ginger Nut Training Complaints Policy (above) and submitted to Ginger Nut Training using the Complaints Form.

### Ginger Nut Training Appeals Procedure

If you wish to appeal against a decision made by Ginger Nut Training, please contact us as soon as possible to enable us to try to resolve the issue quickly. If, having contacted us directly, you still wish to proceed to appeal, please send us a written appeal, using the Ginger Nut Training Appeals Form (available [here](#)).

If your appeal is linked to external activities such as examination tests, results etc, and you are not satisfied with the results of your appeal, Ginger Nut Training will signpost you to the appropriate Awarding Body, who have their own appeals procedure, within 20 working days, and further to the relevant qualification regulator. Learners can also access the complaints and appeals procedure for Ginger Nut Training and Awarding Bodies on One File, our e -portfolio system.

- We will acknowledge your appeal within 2 working days, which means that your appeal has been forwarded to the appropriate manager for investigations to commence.
- The Centre Quality Assurer will process to the appropriate senior manager who will begin to investigate the appeal conditions and will aim to give you the results of our investigations within 2 weeks of receipt. If a definitive outcome cannot be given within this time e.g. when a matter is very complex or where we must consult a third party on the matter, you will be updated as to the progress being made.
- The appeal request, evidence and relevant documents will be presented to the Centre Manager, if your complaint is about procedures or the IQA if it is assessment related who will advise if there are grounds for appeal.
- If it is deemed that there are no grounds for appeal, then the appeal will be refused.
- We will treat your correspondence in strict confidence, with fairness and objectivity.
- We will inform you of the decision when a full investigation has been completed.

