



Employer Complaints Policy and Procedure

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University of Roehampton Apprenticeship Employer Complaints Policy and Procedure

1. Preamble

- 1.1 The University seeks to provide an apprenticeship experience that enriches the lives of all apprentices, fosters a culture of partnership and support with each apprentice and their employer and takes action to include the apprentice and employer voice in everything that we do. It recognises however that there may be occasions where the level of service provided falls short of the standard that might reasonably be expected, and that this in turn may lead to an apprentice or employer being dissatisfied.
- 1.2 In circumstances where the level of service falls below the standard that might reasonably be expected, employers are entitled to make their concerns known and, if this does not resolve the matter, pursue a complaint. Apprentices have their own complaints policy which can be accessed [here](#).
- 1.3 An employer may raise a complaint on behalf of the apprentice where the apprentice has given formal written consent, but this must not be a barrier to resolution or discussion with the apprentice about the complaint. Where this is the case, employers must follow the guidance in the Apprentices Complaints Policy available [here](#).
- 1.4 Employers can seek further advice on this policy from the Apprenticeship Hub.
- 1.5 Employers can contact the apprenticeship helpline regarding apprenticeship concerns, complaints, and enquiries. The ESFA Guide to making a complaint can be found on GOV.UK:

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>
Contact 08000 150400 or email nationalhelpdesk@apprenticeships.gov.uk
- 1.6 The University will deal with complaints fairly, seriously and, where appropriate, in confidence. No employer will be prejudiced as a result of submitting a genuine complaint. Where there is evidence that a complaint is frivolous or vexatious in nature the University reserves the right to refuse to hear the complaint.
- 1.7 The University reserves the right to vary the complaints procedure in the interests of fairness, where it is necessary to do so on the grounds of health and safety or where it needs to make reasonable adjustments under relevant equality legislation.
- 1.8 All complaints by employers about an apprenticeship programme are logged and monitored to completion by the Apprenticeship Team and considered as part of the quality improvement processes for the apprenticeship programme.

2. Scope and Definitions

- 2.1 Employers may use this policy to raise concerns about the University's fulfilment of its obligations under the Apprenticeships Training Services Agreement, Commitment Statement, or other apprenticeship programme documentation.
- 2.2 The employer is accountable for apprentice complaints relating to the arrangements for their apprenticeship at work and apprentices must follow their employer's complaint procedure.
- 2.3 Where the employer's complaint relates to any aspect of their apprentice's End-point Assessment provided by their chosen End Point Assessment Organisation, employers must follow the complaints procedures set out by this organisation.

3. Resolution

- 3.1 Concerns should be raised as soon as possible after the incident being complained about arises.
- 3.2 The employer's first point of contact is their employer engagement manager who will seek to resolve the concern informally with the employer within 10 working days. An extension may be agreed if both parties judge that a resolution has not been reached but may be achieved in a mutually acceptable timeframe.
- 3.3 If the concern is not satisfactorily resolved through these discussions, and to continue with this Procedure, employers should follow the Dispute Resolution Procedure set out in the agreement.