

Complaints Policy and Procedure for Employers and Apprentices

Context

Manor Green Apprenticeships (MGA), which operates as part of Manor Green School (MGS), takes all concerns and complaints seriously. This document sets out the Stage 1 informal complaints process for employers and apprentices working with MGA, including how to raise an issue and who to contact so that problems are addressed promptly and appropriately.

The majority of concerns can be resolved informally without the need for formal action. However, where a matter cannot be resolved informally, or where a complainant wishes to raise a formal complaint, the Manor Green School Complaints Procedure will apply to all stages beyond Stage 1.

The difference between a concern and a complaint

- A **concern** may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.
- A **complaint** may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

This procedure applies to:

- employers who employ an apprentice being trained by Manor Green Apprenticeships (MGA);
- apprentices receiving training from MGA;
- former apprentices, up to a period of three months after leaving or completing their apprenticeship.

This procedure DOES NOT apply to:

- an apprentice with concerns about their line manager, mentor or place of employment. These complaints should be dealt with through their employer's Complaints Procedure.
- issues relating to harassment or bullying. The procedure for this is detailed in the Harassment and Bullying Policy.
- dissatisfaction with grades; this is covered in the Appeals Procedure.

Complaints from a third party will only be investigated if there is a valid reason for the complaint and there is written authorisation from either the employer or apprentice that they are happy for a third party to act on their behalf.

MGA Complaints procedure for employers and apprentices

Links to other documents

- MGA Harassment and Bullying policy
- MGS Complaints Procedure*

*** Important:** this document **MUST** be read in conjunction with the Manor Green School Complaints Procedure. **All stages of the MGS Complaints Procedure apply to both employers and apprentices, with the exception of Stage 1, where the following procedure applies.**

Stage 1 – Informal (employers and apprentices)

Most problems can be resolved through informal discussion with the appropriate individual as described below. The discussion will typically include asking the complainant what they believe might resolve the issue.

For employers

- Concerns about an apprentice: discuss with the Assessor.
- Concerns about the provider: discuss with the Manor Green School HR team.

For apprentices

- Concerns about a member of the provider team: discuss with your school HR team and then raise with the Apprenticeship Manager.
- Concerns about the Apprenticeship Manager's conduct: raise with your line manager and the Manor Green HR team (Anna Weir).
- Concerns about another apprentice that relate to your apprenticeship programme: discuss with the Assessor.
- Concerns about your employer or place of work: raise through your employer's Complaints Procedure.

For the provider

- Concerns about an apprentice's line manager, mentor or setting: discuss with the apprentice's Headteacher.
- Concerns about an apprentice: discuss with their line manager.

Record keeping

The person with whom the complaint is discussed must keep a written record of all concerns and the date on which they were received.

If the matter cannot be resolved in seven days, the complainant has the option to

- EITHER continue working informally to resolve the matter;
- OR escalate the matter through the formal complaints procedure.

Complaints relating to an apprentice's employer or place of work should be raised through the employer's complaints procedure. Complaints relating to MGA provision or staff should be raised through the Manor Green School Complaints Procedure.

Where the informal resolution period is extended by agreement, the complainant may still choose at any time to escalate the matter as described above.

Promoting awareness of this policy

We will raise awareness of this policy via:

- Staff and apprentice induction
- Publication on the school website (MGA staff and internal apprentices)
- Publication on Quadsdirect (external apprentices)
- Employer sign up process

Public Sector Equality Duty (Equality Act 2010)

MGA believes this policy does not prioritise or disadvantage any apprentice, member of MGA staff or partnering employer.

Monitoring and review

This procedure will be reviewed annually, taking into account any changes to legislation and guidance.

The Local Governing Board approved this policy on 21 May 2026.

Signed: Colin Hayfield, Chair of Governors

Signed: Helen Hannam, Headteacher & Principal

Date of review or revision	Description	Author or reviewing officer
May 2024	First review – layout and content changes to clarify procedure	Apprenticeship Manager
May 2025	Annual review	Kate Hartup
May 2026	Annual Review	Kate Hartup

Date of next review: May 2027.