

## Complaints Policy and Procedure for Employers and Apprentices

### Context

MGA takes all concerns seriously and will always make every effort to resolve the matter as quickly as possible. Many issues can be resolved informally without the need to use the complaints' procedure. We understand, however, that there are occasions when people would like to raise their concerns formally.

#### 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.

## 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)

All concerns should be discussed with the appropriate individual or body, as described below, at the earliest opportunity. Most problems can be resolved at this stage, and will usually include asking the complainant at an early stage what they think might resolve the issue.

### For employers:

- Concerns about an apprentice should be discussed with the Apprenticeship Manager.
- Concerns about the provider should be discussed with the Manor Green School HR team.

### For apprentices:

- Concerns about a member of the provider team should be discussed with the apprentice's school's HR team and then raised with the Apprenticeship Manager.
- Concerns about the Apprenticeship Manager's conduct in external schools should be raised with their line manager and Manor Green's HR team (Anna Weir)
- Concerns about another apprentice should be discussed with the Apprenticeship Manager if it relates to their course.
- Concerns about their employer or place of work should be raised through their employer's Complaints Procedure.

### For the provider:

- Concerns about apprentice's line manager or mentor or setting should be discussed with the apprentice's Headteacher.
- Concerns about an apprentice should be discussed with their line manager.

The person with whom the complaint is discussed should keep a 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;

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## MGA Complaints procedure for employers and apprentices

OR proceed with their concern in accordance with their employer's complaints procedure.

**Should the informal resolution period be extended**, either party may at any time escalate their complaint to their employer's complaints procedure.

### Promoting awareness of this policy

We will raise awareness of this policy via:

- Staff and apprentice induction
- Publication on The School Bus (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 date: 22<sup>nd</sup> May 2025

Signed: Colin Hayfield, Chair of Governors

Signed: Helen Hannam, Headteacher & Principal

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

**Date of next review: May 2026.**