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## **CVTC Complaints Policy & Procedure**

**CVTC constantly seeks to improve the services it provides and welcomes feedback to help make these improvements**

**If an apprentice/learner, employer, parent or visitor feels dissatisfied with any aspect of their dealings with the centre, they are offered the opportunity to raise issues openly with full assurance that they will be investigated with courtesy, fairly, objectively and in a timely manner.**

This document is intended to provide guidance for situations when an apprentice/ learner or employer feels that the treatment or service they have received is unsatisfactory. Resolving minor problems or areas of concern as they arise will often prevent escalation of the problem, which could then prove more difficult to resolve. We would encourage issues or dissatisfaction to be raised as early as possible so that it can be dealt with as promptly and effectively. Learner or employers will not be disadvantaged as a result of making a complaint or raising a concern.

## **Procedure**

### **Stage 1 – Early Resolution (Informal)**

Issues that appear straightforward and potentially easily resolved may be directed to any relevant member of the team to seek an early resolution. Miscommunication or misunderstanding is often easily resolvable, and the concern should be directed to the member of the team who is most directly concerned with the issue, within 7 days. If the apprentice/learner or employer feels unable to approach the person or if the apprentice/learner or employer feels that the matter has not been satisfactory resolved, then they should go to stage 2 the formal investigation.

### **Stage 2 – Formal Investigation**

Where a complaint cannot be resolved satisfactorily through the informal route or in cases of more serious issues, these may be lodged as a formal complaint in writing by contacting:

Head of Centre  
12 Telford Court, Gates Lane, Chester, CH1 6LT  
Email: [nursingschool@cvsvets.com](mailto:nursingschool@cvsvets.com)  
Tel: 01244 835966

Where a complaint of a serious nature comes in via a member of the team or another route these complaints should be forwarded to the Head of Centre to be dealt with on a formal basis.

Where a complaint is made by a parent or guardian on behalf of a student over 18 years of age, the Centre must receive permission in writing from the student to share their personal details with their parent / guardian.

#### **Mediation**

Mediation can be arranged to resolve the complaint. Mediation is voluntary and will only take place with the agreement of both parties. The Head of Centre will be responsible for arranging mediation. The mediator will be neutral to the dispute

All formal complaints will be recorded and should be acknowledged within 5 working days and monitored until the conclusion. A central log of complaints and appeals against complaints outcomes is maintained and monitored by the Head of Centre and discussed with the Quality team.

#### **Investigation**

The Head of Centre will investigate the complaint, you may be contacted for further information or may be invited to meet with the Investigating Manager.

Where the complainant is invited to attend a meeting, you may be accompanied by a friend or relative. Legal representation is not permitted without the Centre's knowledge or consent.

## **Outcome**

Following the investigation, the Head of Centre will respond to the complainant in writing within 21 working days, unless otherwise advised.

If you are satisfied with the Centres explanation or proposed action, the matter will be considered closed.

If you are not satisfied with the outcome of the investigation into the complaint, you may wish to appeal

## **Appeals**

For appeals please refer to the 'Appealing against Assessment Decisions'  
The appeal will be reviewed by the CVS Director of Learning and Education.  
The decision will be confirmed in writing within 21 working days.

The Director of Learning and Education will investigate the appeal and will only be concerned with two issues:

Was the complaints procedure conducted in accordance with the policy, and  
Was the final decision reasonable and in accordance with the facts of the case

At the conclusion of this procedure if you are still unsatisfied with the outcome of your complaint you can then refer your complaint to:

### Apprentices only

The Education and Skills Funding Agency (ESFA) You should email your complaint to [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk),

or put it in writing to:

### **Education and Skills Funding Agency**

Customer Service Team,  
Cheylesmore House  
Quinton Road

Coventry CV1 2WT This should be done within 12 months of the incident please refer to the guidelines <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>

### **Vetskill awarding body** [info@vetskill.com](mailto:info@vetskill.com)

VetSkill Ltd  
Hinchingbrooke Business Park Kingfisher Way,  
Unit 10 Ramsay Court,  
Huntingdon  
PE29 6FY

### Confidentiality and Support

All complaints will be treated as confidential to safeguard interests and information limited to those involved in the complaints process. If in exceptional cases and for justifiable reasons the complainant may wish to remain anonymous throughout the process, this may be considered. However, if disclosures are made it may be necessary to share information and this must be explained to the complainant.

The Centre will not normally investigate anonymous or malicious complaints.

Complainants who feel that they need help and/or support to make a complaint may wish to talk to their tutor.

### Safeguarding, Bullying and Harassment

Where a complaint relates to issues linked to perceived safeguarding, bullying and/or harassment, the Centre will consider these policies alongside the Complaints Policy and Procedure. The Centre's Safeguarding and Prevent Policy and Procedure will take precedence over the Complaints Policy and Procedure.

We aim to always treat members of our community courteously and expect our community members to treat our staff and learners in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our colleagues, apprentices/learners or community. If an apprentice/learner, parent / guardian or visitor is violent or abusive, they will be asked to stop. If they persist, we may exercise our right to take action to have them removed, immediately, if necessary, from our community. These types of behaviours will not be tolerated under any circumstances. Any colleagues or apprentices/learners exhibiting these behaviours will be dealt with via our disciplinary procedures. Any incident of threatening, abusive or violent behaviour may additionally be reported to the local Police Service.

Document History			
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