

Complaints Policy Lee Marley Apprenticeship Programmes

Introduction

At Lee Marley Group we strive to deliver exceptional service and actively welcome feedback to continuously develop our Brickwork apprenticeship provision.

The policy outlines the process of making a complaint relating to any aspect of our apprenticeship programmes. For complaints relating to bullying, safeguarding or welfare, please refer to the relevant policy.

Submission of a complaint

If you wish to make a complaint in relation to your apprenticeship, please follow the process set out below.

In the first instance you can:

- Informally speak with a member of the apprenticeship team (Academy Tutor, Training Manager, Education Quality and Compliance Officer or Head of Apprenticeships and Skills). By discussing your complaint in this way, it is often possible to resolve the matter without the need to resort to the formal process.

If you are unsatisfied with the outcome, you can raise a formal complaint via:

- The [Complaints Form](#) on our company website at www.leemarleyacademy.com

To thoroughly investigate your complaint and take the appropriate action, the following information is needed:

- Date complaint relates to
- Lee Marley staff related to the complaint
- Details of the complaint.

Acknowledgement and outcome

Your complaint will be acknowledged in writing within five working days of receipt, and we aim to respond with a decision within 20 working days.

The Education Quality and Compliance Officer will oversee all complaints, and a written response outlining the outcome will be provided. If additional information is needed, the response time may exceed 20 working days; however, you will be kept informed of your complaint and the expected resolution time.

Unsatisfactory outcome

If following the above, you remain unhappy with the outcome of your complaint you can raise the matter with the Education and Skills Funding Agency (ESFA) either in writing or by email as per the details below:

ESFA complaints team
Customer.Complaints@education.gov.uk
Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

Confidentiality

Every effort will be made to ensure the complainant's identity, and the details of their complaint are kept confidential. However, in cases where the complaint is of a personal nature against an individual, it is likely that the complainant's identity will need to be disclosed at some point, except in the most exceptional circumstances, to allow for a fair and thorough investigation. Should this be the case, it will be discussed with the complainant beforehand.

Data Protection

We will store all complaints in accordance with our obligations under the data protection legislation.

Review

This policy will be reviewed annually or as required to ensure it remains current and effective.

Approved by:



Dan Clarkson
Chief Operating Officer
For and on behalf of Lee Marley Group



Nick Boulton
Managing Director – Scaffold

Date: 15th Jan 2025