

COMPLAINTS PROCEDURE

Introduction

We hope that you enjoy your time with Estio Training Ltd. (Estio) and that we deliver an excellent programme and service, which helps you to realise your career and personal goals; and that ultimately you would recommend us to a friend. However, we recognise that sometimes we may not always get it right and, when this is the case, we value your feedback and the opportunity to put it right. You will never suffer disadvantage as a consequence of making a genuine complaint.

Under the complaints policy Estio can look at:

1. Issues around the administration or operation of process or service provided by Estio, e.g. onboarding processes, breaks in learning or fitness to practice
2. The delivery or administration of an apprenticeship that you are studying, e.g. quality of teaching
3. The conduct of a member of the academic or support staff of Estio, e.g. discrimination
4. The conduct of another learner registered on a programme at Estio – where Estio decides to initiate proceedings under the Learner Discipline Policy against the other learner. The initiation of such proceedings will normally bring about a resolution to the complaint
5. Subject to the following exceptions, any other matter concerning the operation of Estio which adversely and unfairly affects you, and which is under Estio's control.

Estio will not consider complaints in relation to:

1. Externally-set examinations, e.g. professional qualifications or End-Point Assessment Organisation (EPAO). All complaints in regard to these should be directed towards the relevant body and submitted following their respective processes (please note that you can speak to Estio about concerns you have with external examinations, but as they are not within Estio's control we cannot accept complaints about them)
2. Disciplinary issues raised by Estio which are dealt with by the Learner Discipline Policy
3. Issues which are subject to judicial or tribunal proceedings and those proceedings have concluded, or the matter is the subject of court or tribunal procedures that have not yet been stayed
4. Your employment

Commitment

Estio seeks to resolve any issues or concerns as early as possible in order to further dissatisfaction or the need for escalation into a formal complaint. Therefore, if you do have a concern, you should discuss this with your trainer, coach or account manager as soon as possible, as we may be able to solve any issues informally and swiftly in the first instance.

However, if you are still not happy, you can raise a formal complaint by following the steps below.

Formal Complaint Procedure

If you are an applicant, apprentice or employer and you are not satisfied with the service you have been provided with, or you wish to make a complaint, you can get in touch with us in the following ways:

- By email: please email details of your complaint /concern to customercare@estio.co.uk
- By telephone: on 01133 500 333 ask for the Delivery Director
- By letter, addressed to: Managing Director, Estio Training, 2 City Walk, Leeds, LS11 9AR

Please note that in all cases, you will need to include your full name, a contact telephone number and email address, and all complaints received will be logged internally on our system, irrespective of the process used to make them.

Notes:

1. For parents or other third parties making a complaint on behalf of an apprentice who is aged over 18 years old, we must have the apprentice's written permission in order that we can investigate the complaint.
2. We will acknowledge your complaint within one working day. Wherever possible, we aim to rectify any problems straight away. If we need more time, we will let you know what action we plan to take and when we will get back to you with an update.
3. We aim to resolve your complaint and respond to you within 5 working days of initial receipt of the complaint.
4. If you are not satisfied with the action(s) we have taken, or our response to your complaint, then let us know and we will escalate this to the Managing Director. We will confirm the date on which the complaint was escalated to the next stage. They will review the complaint, complete any further investigation required and provide a response within a further 5 working days.
5. If our endeavours still do not meet with your expectations, you have the opportunity to escalate your complaint further to the Department for Education (DfE) via the Apprenticeship Service Support who can be reached by telephone on 08000 150 600 or by email to: helpdesk@manage-apprenticeships.service.gov.uk

Please note that the DfE will only deal with a complaint once the training provider's own complaints procedure has been exhausted.

Confidentiality

All complaints are taken seriously and handled with sensitivity. All complaints will be treated fairly and in accordance with our equality and diversity policy. We will maintain records of all complaints received and report these to the Managing Director, so that we can use the information to improve our services where required.

We will close a complaint once all of the steps in our procedure have been followed and we can reasonably do no more. We will maintain records relating to the complaint for a period of up to 12 months, to ensure that these are available should the complaint be escalated to the Department for Education (DfE)

Amendments

Estio reserves the right to alter the terms and conditions of this policy as required at any time in the future.

Monitoring and Version Control

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