



# Complaints Procedure

Document Control	
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General

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## Complaint's process

We, Capita Apprenticeships, are dedicated to providing excellence in service to clients, both employers and apprentices. We recognise that superior complaints management – including ease of access for complainants, senior business engagement and timely resolution – will help us with service improvements and changes that positively impact upon our employers and apprentices.

This policy also applies for complaints about GDPR data breaches.

To ensure that complaints are understood in full, and investigations are undertaken on the root cause of client issues, all complaints are required in writing to:

[apprenticeshipcomplaints@capita.com](mailto:apprenticeshipcomplaints@capita.com)

Complaints will be reviewed within 24 hours of receipt and logged into our tracking system, they will be assigned to a Director or a Head of Department.

## Capita Apprenticeships commits to the following timelines:

You will get a call back within 5 working days from the time you sent us your complaint. This is an opportunity for us to discuss your experience, gather additional information and set timelines for looking into and resolving the problem.

By working day 10 from complaint submission, we will contact you to update you on our findings and action.

## Commitments

We will always attempt to contact you by telephone, where a phone number is available.

For complex complaints we may need longer than 10 working days in order to provide a robust and effective resolution, if we think we will exceed 10 working days to resolve your complaint we will aim to let you know in advance.

When looking into a complaint, we will investigate the specific occurrence or circumstance as well as considering the likelihood of the occurrence or circumstance occurring again.

We will comply with a number of other Capita Apprenticeship policies when considering what action to take in the management of complaints – these include:

- Code of conduct
- Safeguarding policy
- Equality & Diversity
- Special and Educational Needs

Once an investigation has been completed, we will contact you to report back on our findings and, where appropriate, the actions we have taken.

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## Appealing the outcome of a complaint

In the unlikely event that you are unhappy with the way in which we have managed your complaint, you can appeal the outcome. You appeal the outcome with Capita Apprenticeships by emailing a senior leader the details of your case:

Kathryn Wills  
Quality Director  
Kathryn.wills@capita.com

If the complaint process has been exhausted and you are still dissatisfied you can appeal to the following body: Please note, you will not be successful unless you have fully engaged with the Capita Apprenticeship complaint process and discussed your dissatisfaction about the management of your complaint with Capita Apprenticeships so that Capita Apprenticeships can attempt to resolve the issue.

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

You should email complaints to [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk) or put them in a letter to:

Customer Service Team,  
Education and Skills Funding Agency  
Cheylesmore House Quinton Road

### **Next Review Date: January 2022**

We may monitor or record telephone calls for training, customer service and quality assurance purposes, and to detect or prevent crime. For further information please see our Privacy Notice.

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Registered office 65 Gresham St | London | EC2V 7NQ | [www.capita.com](http://www.capita.com)

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