

A copy of this Complaints Policy can be found at www.apexconsultants.com/governance

Policy statement

The Apex policy on complaints is that they should be tackled early and dealt with quickly and thoroughly. Our definition of a complaint is:

“Any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, an individual or group, about training, learning, apprenticeship or other relevant matters”.

This is based on a similar definition of complaints used by the insurance and financial services regulator, the Financial Services Authority (FCA).

Issue of Apex’s Complaints Policy and Procedure (including Appeals)

Apex’s Complaints Policy and Procedure (including Appeals) is issued to apprentices in the induction session for their apprenticeship programme. The purpose of the policy and process to follow is explained at that point and the importance of the complaints and appeals processes emphasised. The apprentice’s employer is given a copy too at that point and similarly briefed.

All Apex staff have a copy of the policy and have been trained on it and how to follow it correctly. New Apex staff and associates receive a copy in their induction session and the purpose of the policy, and the importance of the complaints and appeals processes is emphasised at that point.

Scope

In our experience, complaints can arise from a variety of different concerns. Some can be dealt with informally and others need to follow a formal path. Some complaints, once handled and a decision reached, may result in an appeal for reconsideration or different action. The scope of this policy is intended to cover all complaints and all appeals. It is worth noting that how Apex handles and responds to a complaint or appeal provides us with an opportunity to offer fair treatment and strengthen the relationship with the group or individual.

Complaints procedure

The stages of Apex’s Complaints Procedure are as follows:

- 1) If an individual on an Apex programme or connected with it (e.g. a manager) has concerns or is unhappy about any aspect of the relevant Apex programme, this should initially be discussed informally with the Apex team member, who will endeavour to reach an agreement on the point

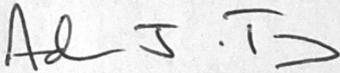
of concern. A file note should be passed by the Apex team member to the Managing Director (MD), briefly describing the matter and how it was/could be put right.

- 2) Should the matter not be resolved at this stage, MD will acknowledge the complaint in writing within three working days of its receipt and following investigation will arrange give a response in writing within ten working days of receipt of the complaint.
- 3) Formal complaints can be put in writing to Adrian Toomey – adrian@apexconsultants.com

Important notes

Although few formal complaints or appeals are expected, it is nevertheless the right of all individuals (or groups) to use the complaints and appeals procedures where appropriate. Apex recognises this right and will do all it can to resolve matters in a way which is beneficial to both sides.

In practice and in our experience, many “complaints” are about how things can or should be done differently. This does not underplay the importance of the Complaints Procedure but acknowledges that if the Employer and Learner Engagement Policy is working well, it will assist in resolving difficulties.

Signature	
Name	Adrian Toomey
Position	Managing Director
Date of review	20 th January 2022
Date of next review	No later than 19 th January 2023