Complaints
Procedure

Early Years Alliance Apprenticeship Training

This is what you should do if you have a complaint about the training you are receiving, wish to make an appeal or raise a concern.

Review July 2019
Concerns and Complaints Procedure

1. If you are unhappy about any aspect of your training you should let your tutor or assessor know, in the first instance. You may find that the teaching is not helping you to learn, or assessment arrangements do not meet your needs. Perhaps you are experiencing other difficulties, for example, at your work placement. Your tutor or assessor will want to help.

2. If your tutor is not able to help you or answer your complaint or concerns in ways that you feel are acceptable you should contact the Lead Training Coordinator who can be reached through the Training Centre.

   Contact details
   Early Year Alliance Training Centre
   Bridge House
   97-101 High Street
   Tonbridge
   Kent
   TN9 1DR
   training@eyalliance.org.uk
   01732 363070

3. If the matter continues to be unresolved you should ask the Training Centre to refer your complaint or concern to the Training Operations Manager who will investigate.

4. The Training Operations Manager will acknowledge receipt of your referral within five working days.

5. Following the investigation, the Training Operations Manager will make a detailed response to you within 20 working days.

6. If you are still not satisfied that your complaint has been dealt with fairly, you should write to the Early Years Alliance’s Director of Quality Improvement, who can also be reached through the Training Centre.

7. The Director of Quality Improvement will acknowledge your letter within five working days and makes a full response to you within 20 working days.

8. If you are still unsatisfied with the response and you feel that your complaint has not been dealt with appropriately you can make a complaint to the Education and Skills Funding Agency by visiting

   https://www.gov.uk/complain-further-education-apprenticeship

   Please Note - The ESFA does not deal with complaints about employment issues (for example, a problem with your contract).

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Assessment Appeals
Procedure

1. If, following an assessment decision, you are unhappy about the outcome you can appeal that decision.

2. In the first instance you should ask your assessor’s Internal Quality Assurer (IQA) to review the decision. The IQA will respond to your request for review within 5 working days.

3. If following this, you remain dissatisfied you should write to the Lead IQA explaining why you are unhappy about the decision. The Lead IQA will investigate the decision and the review. He or she will respond to your letter within 10 working days of receipt of your letter.

4. The decision of the LIQA will be final.
What to do if you want to complain

1. We believe that you should be treated fairly and with respect when you are learning with the Alliance.

2. If you don’t think you have been treated fairly, or there is anything that has made you unhappy, you should first talk to your tutor about this. Your tutor will want to help you.

3. If your tutor is not able to help you, and you are still unhappy, you should telephone our Training Centre.

   Staff there will help you to talk to the Lead Training Coordinator.  
   Training Centre telephone: 01732 363 070

4. If the Lead Training Coordinator is not able to help you, and you are still unhappy, our Training Centre will help you to contact the Training Operations Manager

5. This person will look into what has happened and will be able to talk to you about this. This will happen within 20 working days.

6. If the Training Operations Manager is not able to help you and you are still unhappy, our Training Centre will help you to contact the Director of Quality Improvement.

7. The Director of Quality Improvement will look into what has happened and will be able to talk to you about this. This will happen within 20 working days.

9. If you are still unhappy, visit https://www.gov.uk/complain-further-education-apprenticeship
   For information on how to complain to the Education and Skills Funding Agency.

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