

	<b>Policy</b> Complaints Policy	TNT POL 23
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## 1. Purpose

Tyne North Training (“the organisation”) is committed to delivering a high-quality service and encourages its users to communicate where there is cause for concern and a case for improvement. It is recognised that on some occasions problems may be experienced by users. Users can include, but not limited to learner & apprenticeship candidates, on-program learners & apprentices, parents or carers of learners & apprentices, employer companies, delivery partners and external suppliers. All have the right to pursue a resolution of any difficulties and the organisation will undertake to respond to complaints with care and concern.

For the purposes of this policy, a complaint is a statement that something is wrong or not satisfactory with regard to the service provided. The policy covers all forms and level of complaint from minor concerns through to significant concerns. An example of a minor concern being failing to receive a response for a previously sent communication. An example of a major concern being one that relates to an employer not being satisfied with an aspect of their apprentices’ training programme.

There is a complaints process flow diagram on the last page of this policy.

## 2. Stage 1 – Informal Resolution

Complaints of a minor nature should be raised immediately with the aim being to resolve the problem directly and informally. It is anticipated that the vast majority of complaints will be resolved in this way. This type of resolution will be progressed and resolved via contact with a member of the organisation’s staff. It will be via the most appropriate method of communication for the circumstances and may be face-to-face, telephone or email.

## 3. Stage 2 – Formal Resolution

If the complaint cannot be resolved on an informal basis, users should put their complaint in writing either by writing or sending an email to the organisation or completing and submitting a complaint form (TNT RD 104). Receipt of the complaint will be acknowledged within 3 working days. The complaint will be assigned to an appropriate staff member for investigation. Within 10 working days of the complaint being received an outcome or an update will be communicated to the complainant. It is anticipated that after 20 working days the complaint will have been fully investigated and an outcome determined. This outcome will be communicated to the complainant.

If the complaint has not been resolved after 20 working days, or the claimant is not satisfied with the Stage 2 outcome the complaint will be escalated to Stage 3.

## 4. Stage 3 – Senior Management Team

If after 20 working days from initial receipt the complaint remains unresolved at Stage 2 it will be passed to the Chief Executive. Equally if the user is not satisfied with the outcome from Stage 2 they can write or email the Chief Executive. Whenever possible this communication will normally be acknowledged within 3 working days but this may be delayed if the Chief Executive is away from the organisation during this period. The acknowledgement will include an anticipated time scale for reviewing and investigating the complaint. This investigation will be carried out by either the Chief Executive or a member of the Senior Management Team appointed by the Chief Executive.

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It is anticipated that all complaints will be resolved at this stage. If after exhausting this complaints policy the complainant is still not satisfied complaints related to apprenticeships should be escalated to the Education and Skills Funding Agency (ESFA) via their complaints portal:

ESFA Complaints Portal: <https://customerhelpportal.education.gov.uk/access-the-enquiry-portal/>

(Tyne North Training's UKPRN: 1007100)

For Tyne North Training Limited



Ian Selkirk  
Chairman of the Board

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