



COMPLAINTS

POLICY V2

SBA Nationwide Ltd

SBA NATIONWIDE LTD

Complaints Policy

Author	Garry Brown
Review Date	01/02/2021
Approved by	Ashley Murray
Person Responsible	Head of Quality and Curriculum

1. Policy Statement

1.1 SBA Nationwide Ltd welcomes feedback from Apprentices, Pre-employment training learners, employers and members of the public on the learning, resources, facilities and other services for which it is responsible. We are committed to offering provision of the highest quality and naturally wish to be responsive to the views and experience of our client communities, which we also recognise as vital to sustainable improvement.

1.2 Our aim in responding to complaints is to achieve an outcome which is satisfactory and fair to all parties. We achieve this through prompt and full investigation facilitated by the procedure outlined below.

2. Responsibilities

2.1 Overall responsibility for complaints procedures falls to the Managing Director, SBA Nationwide Ltd. On a day to day basis, however, complaints are the responsibility of SBA Nationwide Ltd's Head of Quality and Curriculum.

2.2 All SBA Nationwide Ltd staff have a responsibility in respect of resolving complaints prior to formal procedures being initiated, where this is possible. However in the instance when complaints cannot be addressed at a local/operational level a formal complaint should be made to the Operations Director (or their nominated deputy) and the Head of Quality Assurance and Development will maintain a central log of all complaints.

2.3 SBA Nationwide Ltd has a responsibility to ensure that all data is processed in line with GDPR legislation. SBA Nationwide Ltd aims to ensure that individuals are aware that their data is being processed, and that they understand:

- How the data is being used
- How to exercise their rights

For further information on how your data will be used please refer to the SBA Nationwide Ltd Group policies on GDPR and Data Protection.

3. Complaints Procedure

3.1 A formal complaint can be made to SBA Nationwide Ltd's Operations Director (or their nominated deputy):

- By phone on 0333 014 4402
- By email apprenticeships@SBA Nationwide Ltd.com
- In writing to the Managing Director,
 - St Pauls House
 - Leeds
 - West Yorks
 - LS1 2ND

3.2 In order to ensure the availability of evidence, complaints should be made within 6 months of an incident taking place.

3.3 A complaint will be formally acknowledged by SBA Nationwide Ltd within 1 working day of receipt.

3.4 Complaints will be reviewed by the Head of Quality and Curriculum who will initiate and co-ordinate an appropriate investigation. This may include interviews with appropriate parties and, if necessary, further clarification from the complainant.

3.5 SBA Nationwide Ltd will aim to resolve complaints within 10 working days. Should a further period be required, the complainant will be informed.

3.6 The Head of Quality and Curriculum will write to the complainant advising him/her of the conclusions of the investigation.

4. Appeals

The complainant has 5 working days of receipt of formal response from the Head of Quality and Curriculum in which to appeal against any decision. Appeals should be made in writing to the Managing Director as per 3.1.

SBA Nationwide Ltd will make every effort to adhere to the time limits but these may have to be extended should the appropriate people be unavailable. If the learner is not satisfied with the decision at this stage and this procedure has been exhausted, then the learner can

contact the Awarding Organisation. The Awarding Organisation should only be contacted when this procedure is FULLY exhausted.

If the learner is still not satisfied with the decision at this stage and this procedure has been exhausted, then the learner can contact their relevant regulatory body i.e.

- OfQual <https://www.gov.uk/government/organisations/ofqual>
- SQA <https://www.sqa.org.uk/sqa/70972.html>
- SDS <https://www.skillsdevelopmentscotland.co.uk/>
- Qualifications Wales <http://www.qualificationswales.org/english/>
- ESFA <https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

Further information relating to appeals can also be found in our appeals policy.

5. Scope of the Complaints Procedure

5.1 The procedure covers :

- complaints from Apprentices and learners on Pre-employment training about staff or any service provided by SBA Nationwide Ltd
- complaints from employers or members of the public about any service provided by SBA Nationwide Ltd; and
- complaints in relation to the health and safety or equality, diversity and Inclusion responsibilities of SBA Nationwide Ltd.

The procedure does not cover:

- Appeals against the outcomes of assessments in respect of vocational Functional Skills and other qualifications (see Appeals Policy)
- Complaints by SBA Nationwide Ltd Staff (talk to HR)

Related SBA Nationwide Ltd documents and policies

- Single Equality, Diversity and Inclusion Policy
- Data Protection Policy
- Safeguarding Policy
- Appeals policy