

Complaints Policy

Mighty Oak is committed to providing an excellent training service. We strive to ensure we offer quality training, assessment and support, however we recognise that from time to time a learner or employer may consider that they might have cause for complaint.

It is our policy to:-

- Provide a fair complaints procedure which is easy to use and to understand.
- Deal with the complaint in a timely manner
- Resolve complaints, where possible and repair relationships
- Use information from complaints to help us improve what we do

Making a complaint

A complaint can be received verbally, initially, or in writing. All complaint information will be handled sensitively, telling only those who need to know and following any relevant Data Protection requirements.

Stage 1

In the event of a complaint during any part of the training we would encourage that the matter should, in the first instance, be raised with the trainer. If this is not appropriate or you are not happy with the response you should move to stage 2.

Stage 2

If you are still unhappy then you can submit your complaint, by email, to:- julie@mightyoaktraining.com or, in writing to:-

Mighty Oak Training
4 Parkside,
North Leigh,
Oxfordshire
OX29 6G

You will need to provide:-

- Details about who you are, where you live, a contact number and if you are making the complaint on behalf of someone else, their details too.
- A statement of the circumstances which have led to the complaint and any other relevant documents or information to support this.

The complaint will be fully investigated having regard to current policies and procedures. We may need to contact you for more information. Once we have all the information we need, we will contact you within 10 working days with a response. This will be in writing or by email.



**Mighty Oak
Training Services**
Julie Maycock
julie@mightyoaktraining.com
07917 294683

Stage 3

If the person making a complaint is not satisfied with the response, they may complain to the Education and Skills Funding Agency. You can do this by contacting them on 0800 150 600 or helpdesk@manage-apprenticeships.service.gov.uk

Stage 4

If the person making the complaint is not happy with how the ESFA has dealt with the complaint, they can write to the complaint's adjudicator of the ESFA.

Details of how to do this can be found at:

[Apprenticeship Service Support \(education.gov.uk\)](https://www.education.gov.uk/apprenticeship-service-support) or calling 08000 150600 or email:

helpdesk@manage-apprenticeships.service.gov.uk

Where appropriate, complaints will be used for training purposes but they will be anonymised to protect the identity of those involved.

All complaints will be kept secure by Mighty Oak for a period of 3 years.

This complaints policy also covers services provided to the apprentice by sub contractors.

V3 Policy updated June 2023 (policy will be updated annually)



Julie Maycock (Company Director)

6th June 2023



**Mighty Oak
Training Services**
Julie Maycock
julie@mightyoaktraining.com
07917 294683