

FEEDBACK & COMPLAINTS

POL 039

V11 | 2021/2022



Policy Statement:

Baltic Apprenticeship strives for high standards in service delivery and welcomes feedback from learners, individuals or employers and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our service.

Purpose:

The objectives of this Feedback and Complaints Policy and Procedure are to:

- Define Baltic Apprenticeships definition of a complaint
- Ensure everyone knows how to provide feedback and how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- Provide individuals with a fair and effective way to give feedback about our service
- Ensure that complaints are monitored and used to improve our services.

Our definition of feedback and complaints

Baltic is a successful, customer-focused business. We embrace feedback and complaints, and not only official complaints, but those smaller critiques gathered through conversation.

A complaint is raw, it's direct interaction from a learner or employer, and is treated as a valuable source of information and insight into our business.

A complaint is an expression of dissatisfaction with an interaction or experience with Baltic.

Every team and individual within Baltic will be open to having conversations with our customers and being receptive to feedback. The responsibility sits with every Baltic ambassador, no matter who a learner or employer comes into contact with, they should feel comfortable opening up and sharing their experience, good or bad.

Baltic Apprenticeships will ensure that we:

- Investigate the complaint fully, objectively and within the stated time frame
- Treat all complaints with sensitivity
- Notify the complainant of the results of the investigation and any right of appeal
- Inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence
- Outcomes will be used to improve and develop the service and our processes
- Report to the Senior Management Team the number of complaints received, the outcomes of investigations and any actions taken or changes made.



Scope: This policy applies to all learners, employers and stakeholders.

Ownership: Head of Operations

COMPLAINT PROCEDURE

Details of the communication methods by which a formal complaint can be made are published on our website and in the learner handbook.

Raising a concern

The first step is for us to understand the complaint. Details of the complaint can be raised either by telephone, email or in writing.

Complaint submission methods:

Email: To customercare@balticapprenticeships.com

In Writing: To: The Customer Relations Team, Baltic House, Hilton Road, Newton Aycliffe, Co.Durham, DL5 6EN.

By telephone: 01325 731050

The Head of Operations is responsible for managing and investigating all complaints:

- On receipt, all complaints are logged
- The complainant will receive an acknowledgement within 48 hours.
- We will investigate the complaint by gathering information and evidence from relevant members of staff.
- We will record details of the investigation and any outcomes will be logged.
- The complainant will receive a response to their complaint from the Head of Operations within 14 working days of the original date of receipt. The response will include details of the appeals process. Complainants have 14 working days from the date of the outcome being communicated to them to request an appeal.



- On receipt of appeal instruction, we will escalate the complaint to the Customer Success Director or Director of Support Services. One of whom will investigate and provide a final written response to the complainant within 15 working days.
- Baltic will record the outcome of the appeal on the log.
- Where relevant a courtesy call will be made to the complainant to ensure the complaint has been resolved to a satisfactory standard.

Monitoring

To learn about the services we provide and to support continuous improvement the following data will be collected:

- Name
- Date of complaint and response date
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint
- Corrective action
- Lessons learnt.

Education & Skills Funding Agency (EFSA) Complaint process

The complainant can escalate their complaint to the EFSA Apprenticeships Service Support once the Baltic Complaints Procedure has been completed and they remain dissatisfied. The EFSA will investigate complaints regarding the apprenticeship, including quality.

The complainant can contact the EFSA either

- by email helpdesk@manage-apprenticeships.service.gov.uk
- by telephone 08000 150600

- PROMOTING EQUALITY AND DIVERSITY -