



RM Training (UK) Limited
The Stepping Stones to Your Success



COMPLAINTS POLICY AND PROCEDURE

Document Authorised and Checked by:

David MacGregor – Operations Director (06/08/2024)

Version Control

Reviewer Name	Comments	Review Date	Status
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Policy Statement

RM Training (UK) Limited is committed to providing the best possible service, and we recognise that occasionally customers may feel that they have cause to complain about the service they have received.

We encourage feedback from all customers, including complaints and have developed a complaints policy and associated complaints procedure, which details how individual complaints will be handled.

If you are not satisfied with the way we have handled your complaint, this will be dealt with as a failure of service under the terms of our complaints policy.

Aims

RM Training (UK) Limited aims to resolve complaints quickly, fairly and effectively. We will;

- Aim to put things right quickly for our customers when they go wrong
- Keep our customers informed of the progress of their complaint and result of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our customers of the right to complain to the Education Skills Funding Agency if they remain dissatisfied after their complaint has been through all stages of the internal complaints procedure

RM Training (UK) Limited's Complaints Policy and associated Procedures will be readily available to customers.

Responsibility

The Quality Management Team and all those in managerial or supervisory roles are responsible for developing and encouraging good customer care handling practice within their teams

Compliance with the Complaints Policy is the responsibility of all members of the company.

Communication

Our Complaints Policy is available in hard copy, and via our website. Please contact the Operations Manager if you wish to access this document in another format

Complaints Procedure

If you are unhappy with the service provided by RM Training (UK) Limited—whether it is the learning experience, assessment, the support you are receiving or about the staff or the organisation itself – we will look to investigate and resolve your query within the appropriate timescales and confidentially.

Informal Stage

If you are considering making a complaint, in the first instance you should raise the matter informally with your skills coach or tutor. If this is not appropriate you can contact any member of the Apprenticeships Support Team. Your complaint will be acknowledged within 2 working days and be resolved within 2 working days of acknowledgement. Where this timeframe needs to be extended you will be notified and told of the period within which we will have it resolved by.

We hope that most complaints can be resolved informally without the need to use the formal process.

Formal Stage

If after following the informal route you do not feel your complaint has been dealt with satisfactorily, or if you feel the informal route is not appropriate for your specific complaint, we ask that you follow a formal procedure by providing the following details via email to admin@rmtraining.co.uk – adding the word “Complaint” in the subject line:

- Nature of the complaint
- Date the matter occurred
- Consequences for you as a result
- Remedy sought
- Supporting evidence

You can also send a hard copy of your complaint via letter to:

Complaints
RM Training (UK) Ltd
7 Weston Chambers
Weston Road
Southend on Sea
Essex
SS1 1AT

Any complaints received from individuals who are not part of an apprenticeship programme with RM Training (UK) Ltd will be directed to the employer engagement team.

1. We will acknowledge receipt of your complaint in writing within 2 working days, together with a copy of this procedure.
2. We will then investigate the complaint. This may involve passing your complaint to the relevant departmental head who will review the complaint to identify the cause and may investigate or seek feedback where required from any associated teams, or indeed require further clarification from yourself.
3. Every attempt will be made to ensure that a level of confidentiality is maintained. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality. Should this be the case we will inform you of this before we take action, unless there were exceptional circumstances, for example, where doing so could pose a risk of harm to you or others.
4. In the case of apprentices under the age of 18 raising a complaint, depending on the nature of the complaint, we may be obliged to inform their parent/guardian.
5. We will respond to you within 14 days of your complaint being acknowledged to let you know, in writing, if your complaint has been upheld or not. If further information is required or we are likely to exceed the 14 days response period, you will be informed of the status of your complaint and the period within which we will have completed any investigations.

At any stage during the process you can try and resolve the complaint informally.

Appeal Stage

If you are not satisfied that your complaint has been dealt with effectively you should advise us within 28 days of the date of the decision. We ask that you send the following details to admin@rmtraining.co.uk:

1. Your original complaint and all reasons relating to this complaint
2. The reasons why you are not satisfied with the outcome.

It will then be escalated to the Managing Director

Where it is not appropriate for the Managing Director to escalate the complaint, the Operations Manager will do so.

A senior manager will provide a written response within 28 days of receipt of the appeal. Please note this will be our final decision on the matter.

If you have any questions on our complaint's procedure, please contact admin@rmtraining.co.uk.

Following our appeal stage, if you wish to escalate your complaint you may contact the Education and Skills Funding Agency (ESFA). Employers may make a complaint either on their own behalf or on behalf of their apprentice where permission has been given. Apprentices and their employers can contact the apprenticeship helpline regarding apprenticeship concerns, complaints and enquiries by calling 08000 150400 or by emailing nationalhelpdesk@apprenticeships.gov.uk in the first instance.

There is also additional guidance on complaints published by the ESFA on the GOV.UK website:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

You can also email your complaint to complaints.esfa@education.gov.uk.

Policy Review Frequency

RMT review and amend this statement regularly to ensure that it meets legislation and remains effective. The updates to this policy are published to our learners, employees, and workplace providers by the regular distribution of electronic newsletter via email as well as appearing on our company website.

Equality & Diversity

Customers have the right to express dissatisfaction with the services they receive from RM Training. (UK) Limited. Customers using this policy can expect to be treated fairly and without discrimination.

Suggestions for Improvement

If you have any suggestions for improvement within this policy then please feel free to offer these suggestions to the Office Administrator (admin@rmtraining.co.uk)

Monitoring and Evaluation

The RM Training Management Team will monitor and evaluate achievement in respect of equality by taking the following actions:

RM Training (UK) Limited is committed to continuous improvement in service delivery.

- We will make it easy and straightforward for you to make a complaint
- We will endeavour to respond to your complaint within the published timescales and keep you informed
- We will ensure that you have a full explanation to your complaint in your preferred format
- We will tell you if changes have been made to services following your complaint
- We will review our policy at regular intervals
- Ensure that all employees who deliver training services receive training to ensure that they do not discriminate unlawfully
- Review and monitor our services to ensure that they do not discriminate against anyone, identify barriers to access and assess where improvements can be made
- Ensure that organisations or individuals providing services on behalf of RM Training UK Ltd comply with equal opportunities legislation and promote equality of opportunity

Reporting and Concerns

All queries and concerns about Complaints issues should be referred to the RM Training Managing Director James MacGregor (james.macgregor@rmtraining.co.uk).