



## **The Bauer Academy Complaints Policy**

**Maintaining this document is the responsibility of** Heidi Walker, Head of Quality, Bauer Academy

This document will next be reviewed on 30/04/2024

### **Purpose of this Policy**

The Bauer Academy provides the best possible learning experience and support for all. We are committed to providing a high-quality service, working in an open and accountable way that builds the trust and respect of all learners, staff, employers, clients and partners. This means having a clear, fair, and efficient procedure for dealing with any complaints or concerns that arise as swiftly and effectively as possible.

Our aim is to take account of all opinions, both positive and complimentary feedback, as well as taking seriously any areas of concern or dissatisfaction, which may result in a formal complaint.

One of the ways we continue to improve the service we offer across all Bauer Academy delivery is by listening and responding appropriately to all concerns or complaints in a timely and positive manner. Therefore, we review and update our complaints policy/ process to ensure

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction and respond in a timely manner
- Complaints are dealt with promptly, politely, and when appropriate confidentially
- We learn from complaints and use them to continually improve our service
- Where a complaint leads to disciplinary action against a member of Bauer Academy staff, the Bauer Academy may need to keep some aspects of the disciplinary action and/or outcome confidential.
- Decisions taken as the result of an investigation will be balanced and reasonable
- No Apprentice, employer or client making a complaint under this policy, whether successfully or otherwise will be treated less favourably than if the complaint had not been brought. If evidence to the contrary is found in this regard the member of staff may be subject to disciplinary proceedings.

### **Complaints Process and Appeals Procedure**

This document explains the procedure, and the steps it outlines should be referred to and followed by all Bauer Academy apprentices, staff, employer or client if an issue arises that causes them concern. If it becomes necessary to alter the time limits and deadlines set out within this procedure, you will be advised accordingly, given an explanation and provided with revised timescales.



All Bauer Academy staff are aware of our complaints procedures and are expected to review this document regularly in order that they are familiar with our process of dealing with complaints and can be of the most assistance if an issue is brought to their attention.

### **Stage 1 – Informal**

If an apprentice, employer or client has a concern, they should initially inform their Head of Programme/Programme Lead either in person, over the telephone or in writing. Most issues will, and should, be resolved informally. The apprentice, employer or client should raise their concerns with the member of staff who has direct responsibility for the matter in question, to try to achieve a satisfactory resolution (and not later than 1 week after the incident). If appropriate, a meeting will be offered between the apprentice, employer or client and a member of staff to arrive at an agreed resolution.

If an apprentice, employer or client is apprehensive about approaching their Head of Programme/Programme Lead with their complaint, then they can contact a member of the Senior Leadership Team or Heidi Walker, Head of Quality directly (contact details are in the learner handbook).

All complaints are recorded internally, and a report is shared with the Senior Leadership Team of complaints received, outlining the resolution or areas for improvement.

If the apprentice, employer or client does not feel that their concerns have been addressed by the member of staff with direct responsibility, then they can make a formal complaint, **Stage 2**.

### **Stage 2 – Formal**

If the apprentice, employer or client feels that the complaint has not been resolved to their satisfaction through the informal complaints process – or if the nature of the incident is such that an informal concern is not appropriate in the circumstances - then they have the right to escalate this to a Formal Complaint. This can be done by submitting a formal written complaint with any supporting evidence attached to Michelle Mackay, Education Director and Heidi Walker, Head of Quality (contact details in the learner handbook).

On receipt of the written complaint/appeal, Bauer Academy will respond in writing within 5 working days. The apprentice, employer or client will be informed in writing of the steps we are taking to investigate and that they will receive further information within 10 working days of our findings and any actions taken. Bauer Academy will compile a report and record any required improvements that may be identified from our investigations. In exceptional cases, this may not be possible, and the investigating manager will inform the apprentice, employer or client of the reason for the delay, giving a fixed timescale for the anticipated date of resolution.

As part of our internal quality assurance, all improvement measures will be cascaded through training and team meetings with all Bauer Academy staff and management.



Bauer Academy is committed to providing high-quality learning programmes and takes all complaints or appeal requests seriously and responds in a timely, appropriate manner. Any complaint or appeal received will be investigated fully and linked to Bauer Academy policies and aligned with the awarding body or End Point Assessment Organisation requirements (EPAO).

If at the end of stage 1 and 2 the apprentice, employer or client is still unhappy with our resolution, then they can contact the Director of Bauer Academy in writing. Any complaint or appeal received will be investigated fully and linked to Bauer Academy policies.

Any complaints or concerns can be raised through a member of the Senior Leadership Team or by emailing: [redflag@baueracademy.co.uk](mailto:redflag@baueracademy.co.uk)

### **Reviewing an Assessment Decision**

The complaints procedure should not be used to request a review of an assessment decision made by an Assessment Board or Panel. If an apprentice feels they have suitable grounds, they should use the appeals procedures of the relevant awarding body or EPAO.

This document is published on the Bauer Academy Website here: <https://baueracademy.co.uk/policies/>