

QINETIQ

QinetiQ Group plc

# Apprenticeship Training School Complaints 'Instruction' v1

July 2019

# QinetiQ Apprenticeship Training School

## Complaints 'Instruction' v1

### 'Instruction' Coordinator: Delivery Lead

QATS is committed to continually providing the highest levels of service to all clients, learners, funding partners and other stakeholders. Where a client feels that our service falls below the standard they expect, they have a right to make a suggestion or complaint. We recognise that managing complaints effectively will help us to improve our services and make changes that will positively impact everyone.

#### 1. What is covered by this 'Instruction'?

1.1 All external and internal complaints, including from apprentices, employers, customers and members of the public.

1.2 Note employees grievances are handled specifically through the Grievance 'Instruction.'

#### 2. How are complaints handled?

2.1 A complaint may come from any source inside or outside QinetiQ and be received by any recipient. The recipient should promptly pass a written record (e.g. e-mail) of the complaint to the appointed owner, who should be a member of the QATS Leadership Team, confirming that the owner accepts responsibility for it. All complaints must have a complaint owner appointed.

2.2 There are recognised, well-established QATS procedures already in place to deal with any complaints and these should be consistently implemented, wherever practicable. Complaints relating to academic assessment appeals should follow the procedure laid out in the QATS Assessment 'Instruction', all other complaints should follow the minimum requirements laid out in Section 4.1 below.

2.3 Those that may assist with handling the complaint are shown in Section 5. In the case of complaints received via the Customer Services enquiry desk, these sources may prove particularly useful in routing onward to the appropriate owner.

2.4 Information relating to a complaint is held, accessed and used in compliance with the General Data Protection Regulation.

### 3. What should be the process outcome?

3.1 Complaints are acknowledged, resolved and closed as quickly as possible, whilst taking due care to analyse and feedback lessons learned into the business to inform good practice and prevent a recurrence.

### 4. What key activities must be applied?

4.1 The complaint handling stages with target timescales are highlighted below; and a Complaints Record form, should be utilised as a template to keep records. It is recognised it may not be possible to handle all complaints to a strict timescale owing to sensitivities and involvement of third parties.

4.2 The complaint handling stages and target timescales are as follows:

- Record and Acknowledge – the complaint should be recorded by the owner in the QATS Complaints Log, and the complaint owner responds to complainant within 1 working day of the complaint receipt e.g. by email, letter, telephone call. This may take the form of a holding response in some circumstances.
- Assess and resolve – the complaint owner aims to bring the complaint to a satisfactory conclusion with the complainant within 5 working days of receipt. This may necessitate consultation with other stakeholders and research into the source and nature of the complaint. In the event of poor

satisfaction, the complaint must be escalated to the next stage as shown in Section 5.2.

- Analysis and identification of any further corrective activity - this is to prevent a recurrence, which may include: local action to improve working practice, improvements to the QinetiQ methods of working, repair, specific changes to product or service definitions.
- Feedback and closure - if appropriate, any further outcome may be communicated back to the complainant preferably within 25 working days and the complaint marked as closed.

### 5. Who can handle a complaint?

5.1 The designated complaint owner may delegate specific actions and customer interactions where appropriate. However, the owner must maintain oversight of the complaint to ensure the complaints procedure is followed and a satisfactory resolution achieved.

5.2 If any Apprentice(s) has a problem or complaint during the programme, they are in the first instance to approach their Curriculum Manager or another member of the QATS Leadership Team and state their grievance. If no solution is found or the

Apprentice(s) is dissatisfied with the Curriculum Manager's/member of the Leadership Team's solution to the problem they may then take the grievance to the QATS Delivery Lead. In the event that no solution is found at this stage the Apprentice(s) may approach the Head of Early Careers.

5.3 In addition to the process set out in this 'Instruction', Apprentices and Employers can contact the apprenticeship helpline regarding apprenticeship concerns, complaints and enquiries:

**National Apprenticeship Helpline**

**email: [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)**

**tel: 0800 015 0400**

**'Instruction' Review**

<b>'Instruction' Reviewed by</b>	<b>Alex Gifford</b>
<b>Date</b>	<b>31/7/2019</b>

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