

## **Apprentice complaints policy, procedure and process**

Last reviewed – June 2019

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## 1. Overview

Siemens Professional Education is committed to providing high quality apprenticeship delivery to both its internal and external apprentices and customers. We aim to be responsive to concerns when they are raised. External apprentices are important to us and we welcome any positive feedback or concerns so that we can urgently address these and resolve any issues for the benefit of the employer and apprentices.

## 2. Purpose

As a main apprenticeship training provider, Siemens Professional Education seek to resolve any complaints that may arise from an apprentice registered on an apprenticeship with Siemens Plc in an appropriate manner for the benefit of all concerned typically within 5 working days. The Education and Skills Funding Agency (ESFA) requires all main providers to provide apprentices with a written complaints and dispute resolution policy and process. This policy addresses that requirement by setting out the framework for apprentices to raise and resolve complaints and disputes. Any actions taken as a result of complaints will help Siemens Professional Education to improve the quality of education that it provides for apprenticeships.

## 3. Scope

This policy can be used for all complaints that apprentices wish to raise with Siemens Plc regarding apprenticeship delivery. This policy and contacts for queries and complaints are referenced in the commitment statement and also made available before an apprentice commences their apprenticeship.

## 4. Objectives

The desired objectives of the policy are:

- To handle complaints with the strictest confidence and resolve by the appropriate member of staff at the earliest opportunity
- To ensure that the decision-making processes for complaints and disputes are fair and transparent to the apprentice and their employer
- To give all parties a clear process for escalating concerns that cannot be resolved at a local level

## 5. Complaints and Dispute Resolution Procedures

Where the apprentice has a complaint regarding apprenticeship delivery, they should raise this with their personal tutor at the earliest possible opportunity. Issues related to the apprenticeship in their day-to-day role should in the first instance be discussed with their line manager.

For complaints about delivery the apprentice should email or post a written outline with all relevant evidence to their personal tutor. This will be made known to the apprentice at the start of the engagement with the main provider, documented in the training services agreement and commitment statement, and re-enforced at induction.

The complaint is recorded and stored in the local Siemens business by the Relationship/Client Account and Siemens Professional Education are informed accordingly. All complaints will be responded to in writing within 5 working days and an attempt to resolve the complaint, or agree next steps to resolve the issue. If no resolution can be made or if further investigation is needed, this may take up to 30 days to resolve. Timescales to seek a conclusion will be discussed and agreed by all parties.

Where the complainant is not satisfied that the complaint is being managed appropriately at a local level, they should escalate their complaint by emailing or posting it to:

Joanne Gogerly – Head of Siemens Professional Education UK and North-West Europe  
[joanne.gogerly@siemens.com](mailto:joanne.gogerly@siemens.com)  
Siemens Professional Education UK  
Siemens Plc  
Sir William Siemens Square  
Frimley  
GU168QD

Apprentices may also contact the ESFA helpdesk using the email and phone number below for resolving any queries or complaints regarding the quality of the apprenticeship provision:

**ESFA complaints team**  
[Nationalhelpdesk@apprenticeships.gov.uk](mailto:Nationalhelpdesk@apprenticeships.gov.uk)  
Helpdesk: 08000 150400

The Complaints Adjudicator will process all complaints in line with the procedure outlined here:  
<https://www.gov.uk/government/organisations/skills-funding-agency/about/complaints-procedure>

**A copy of this policy is available on our Siemens Apprenticeship page:**  
<https://new.siemens.com/uk/en/company/jobs/search-careers/apprenticeships.html>