



Our Apprentice & Learner Complaints Policy, Procedure and Process

Siemens Mobility

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1. Overview

Siemens Mobility Professional Education (SMO PE) is committed to providing high quality apprenticeship and qualification delivery to both its internal and external apprentices, learners, and customers. We aim to be responsive to concerns when they are raised. All apprentices and learners 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 all accessing our services.

2. Purpose

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

3. Scope

This policy can be used for all complaints that apprentices and learners wish to raise with Siemens Mobility Ltd regarding apprenticeship delivery and learning delivery. For all other complaints or grievances, you must refer to your company's grievance policy and procedure. This policy and contacts for queries and complaints are referenced in the commitment statement and made available before an apprentice commences their apprenticeship. It is available to all learners.

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 learner, the apprentice, and their employer.
- To make sure all complaints are investigated fairly and in a timely way.
- To ensure complaints are, wherever possible, resolved and that relationships are repaired.
- To give all parties a clear process for escalating concerns that cannot be resolved at a local level.
- To gather information which helps us to improve our provision by identifying trends and take appropriate action, including adding to the risk register.

5. Complaints and Dispute Resolution Procedures

Where the apprentice has a complaint regarding apprenticeship delivery, they should raise this with their personal tutor / member of the ELT Team 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.

If a learner has a complaint about their program, they should raise this at the earliest opportunity to their line manager. All complaints must be made in writing via email or post with all relevant evidence attached.

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 their

programme, 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 Mobility Professional Education (SMO PE) 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 will commence. 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:

Oyiego Eneje – Head of Siemens Mobility Professional Education UK

Oyiego.Eneje@siemens.com

Siemens Mobility Professional Education UK

Siemens Mobility

Sopers Lane

Poole

BH17 7ER

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

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>

Details for escalation routes outside of Siemens Mobility for learners that are not on an apprenticeship:

Ofqual (England, Wales, and Northern Ireland*)

complaints should be made in writing to
Ofqual, Earlsdon Park, 53-55 Butts Road,
Coventry, CV1 3BH

Or complaints@ofqual.gov.uk

For Qualifications Wales (Wales only)

complaints should be made in writing to
Q2 Building, Pencarn Lane, Coedkernew,

Newport, NP10 8AR
Or enquiries@qualificationswales.org

SQA (Scotland)
complaints should be made in writing to
The Optima Building, 58, Robertson Street,
Glasgow G2 8DQ
Or customer@sqa.org.uk.

Learners in Scotland may also make a complaint to

Scottish Public Services Ombudsman (SPSO) in writing to
4 Melville Street, Edinburgh, EH3 7NS.
It is recommended that learners make an initial complaint to SQA Accreditation, however,
this is not a mandatory requirement.

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