

SIGTA Complaints Policy and Process

Definition

A complaint can be made about the behaviour or actions carried out by a member of SIGTA staff, a learner, an employer or a subcontractor which causes disadvantage or upset. A complaint may also arise as the result of a disagreement concerning the delivery of a product or service. Sometimes a complaint is called a grievance; the two terms mean essentially the same thing. A complaint can be made to SIGTA by any individual or organisation that engages with SIGTA or is affected by the actions of SIGTA.

Objective

The aim when dealing with any complaint should be to maintain good communication, to secure appropriate and fair redress and to learn how things might be done better in future. To the extent that they can suggest ways to improve, complaints are not necessarily undesirable.

Actions

INFORMAL COMPLAINTS

The most satisfactory way to resolve a complaint is often by direct discussion between the person who feels aggrieved and the person who appears to have caused the grievance. To be effective in achieving an appropriate resolution, discussions should be:

- Calm, with no raised voices or inflammatory language
- Specific, with the grounds for complaint clearly stated and referring to appropriate SIGTA policies wherever possible
- Non-confrontational; it may be that the issue, whilst real, was unintentional and a simple apology would suffice to lay matters to rest
- Constructive, seeking ways to move forward and avoid future difficulties.

An informal approach is most likely to work where the people concerned are broadly equal (for example, they are both learners or an employer and SIGTA) or they know each other well (for example, a learner and training officer). The presence of a third person who is neutral in the dispute may help in its resolution.

Where a complaint concerns a serious matter – For example bullying, racial abuse, safeguarding, radicalisation or discrimination by a member of staff against a learner or breach of contract it should always be dealt with formally.

FORMAL COMPLAINTS

Even though the procedure is formal and may result in serious action if upheld, formal complaints will be dealt with in a sympathetic way, respecting the dignity of all concerned. The procedure for addressing a formal complaint is as follows:



- The complainant must be made aware of the complaints policy and, where applicable, their additional rights to escalate the complaint to a third party (Such as the ESFA National Apprenticeship Helpline, awarding body or regulator), if the complaint cannot be resolved to their satisfaction by SIGTA Limited.
- A complaints form is obtained by the complainant from SIGTA via the appointed Training Officer, CEO or Company Secretary. The complaints policy and form is available to download via SIGTA's website: <http://www.sigta.co.uk/complaints/4594646376>
- The complaint should be described in as much detail as possible, referring where possible to specific SIGTA policies or contracts. If a complaint is made by a learner, a member of SIGTA staff may fill in the form on their behalf, but the complainant must read the Complaint Form thoroughly and sign it as an accurate record of their concerns. The role of the member of staff is strictly limited to setting down the complaint clearly and does not extend to offering advice or judgement.
- The complaint form is submitted to the SIGTA CEO. The CEO will log the complaint, keep a copy of the form and determine whether or not the complaint should be dealt with through the Safeguarding procedure or allocate the complaint to the appropriate person for resolution.

The appropriate person may be:

- An Internal Quality Assurer or Training Officer where the complaint is between learners
 - The Chief Executive, where a SIGTA member of staff, contractor or SIGTA member company is involved
 - A designated member of the SIGTA board where the Chief Executive is involved.
- A complaint form should be submitted to the SIGTA CEO within 10 working days of the complaint arising.
 - The complaint will normally be addressed within 10 working days of receipt of the complaints form.
 - Complainants have a right to present their concerns in person, accompanied by a representative if they wish.
 - The person about whom the complaint is made has the right to respond, accompanied by a representative if they wish.
 - SIGTA may call other witnesses to help clarify matters



- A written judgement will be made by the SIGTA CEO, based on the facts presented. This will take place within 10 working days of receiving the complaint form. The complainant and the person about whom the complaint was made will receive written notification of the outcome and details of any proposed action. Records will be maintained of formal complaints and remedial actions.
- If any stage of this process becomes unavoidably delayed, the complainant and all other parties involved will be kept regularly informed of progress.
- If the complaint cannot be resolved to the satisfaction of the complainant, an appeal may be made to the Chief Executive. If the matter still cannot be resolved the complaint will be passed to the SIGTA Board for resolution. The decision of the Board is final but does not stop the complainant escalating their complaint to an appropriate third party where applicable.

If an Apprentice is unsatisfied with the outcome of a complaint made to SIGTA, they can contact the **ESFA Apprenticeship Helpdesk** for further support. The National Apprentice Helpdesk can be contacted by phone on 0800 015 0400 or by email at nationalhelpdesk@apprenticeships.gov.uk. Lines are open 8am – 10pm, 7 days a week.

The SIGTA Board will act on the feedback from relevant third parties as appropriate.

Linked policies and procedures

- Discipline
- Safeguarding
- Health and Safety
- Learner Guidance
- E-Safety
- Employer/ Membership Agreements
- Subcontractor Agreements

Approved:

Name:

Position:

Date:



Alison Foxwell

Chief Executive

June 2021

Last review: June 2021. Version 1.7



SIGTA Complaints Form

Date: _____	Complainant Company <input type="checkbox"/> Staff <input type="checkbox"/> Learner <input type="checkbox"/>
Complainant (Name): _____	
Complainant Contact Details Phone: _____ Email: _____	
Person Receiving Complaint: SIGTA CEO	

Details of Complaint

Signature of Complainant	Date
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Action Taken

Was the Complaint Resolved?	Is further action required?	Is there any remedial action?
Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>

Lessons to be learned

Person hearing complaint	Date:
Signature: _____	
Name: _____ Position: _____	

Please return completed form to: Alison Foxwell, CEO, SIGTA Limited.
26 Abinger Road, Portslade, East Sussex, BN41 1RZ. Email: afoxwell@sigta.co.uk

