

## Apprenticeship Complaints Policy

Revision	Date	Comments	Approved By	Review Due
0	31 <sup>st</sup> March 2023	Initial Revision	D Holmes	31 <sup>st</sup> March 2024
1	15 <sup>th</sup> September 2023	Apprenticeship delivery Manager in post	C Pape	15 <sup>th</sup> September 2024
2	21st October 2025	Review by Head of Technical College	C Oliff	21st October 2026

### 1.0 Policy Statement

KLM UK Engineering is committed to providing a high-quality service and achieving the highest standards of conduct. One of the means in which we can continue to improve our service is by listening and responding to the views of all stakeholders in a quick and professional manner. Therefore, we aim to ensure that:

- We are approachable and willing to receive feedback
- We are open minded, encourage, and make time to listen to feedback
- We ask for student feedback/opinions
- The management team are accessible to students, parents/carers and employers

We know that feedback is a key element to continuously improve our service, systems, and processes. This is something that is instilled within all staff from the point of induction and throughout their time at KLM UK Engineering.

### 2.0 Application

This policy is relevant to KLM UK Engineering apprentices, their parents and employers.

All complaints will be treated seriously, handled sensitively and with due consideration to all parties involved. In line with our equal opportunities policy, all complainants will be treated fairly and not suffer any recrimination or disadvantage as a result of making a complaint. Any person named in a complaint, however, will be informed and have a right of reply as part of the investigation process.

### 3.0 Policy purpose and aims

KLM UK Engineering provides high standard services. However, it is important that we recognise that, at times, things may go wrong. If or when these occasions occur and a stakeholder expresses dissatisfaction, it is key we are made aware of this, so we are in turn, conduct a review to ensure that this does not occur again and potentially make relevant changes or amendments to improve processes. This policy sets out how we will adhere to this ethos.

## **4.0 Roles and responsibilities**

### **Apprenticeship Delivery Manager**

Most complaints about the apprenticeship provision should be sent to the Apprenticeship Delivery Manager in the first instance (see 5.0 for further guidance). If complaints are received, they will acknowledge receipt and log them on the central complaints log. They will include the reason for the complaint, and ensure all progress made during the life of a complaint is recorded on the log until it is resolved to the satisfaction of the complainant or to a point at which KLM UK Engineering can reasonably be expected to do no more.

### **Head of Technical College**

The Head of Technical College will support the Apprenticeship Delivery Manager in resolving complaints when required. If a complaint is made about the Apprenticeship Delivery Manager, the Head of Technical College will lead its resolution. Complaints about the Head of Technical College should be directed to the Managing Director.

Complaints data is collated for analysis and presented in quarterly governance and oversight meetings to the Technical College management team.

## **5.0 Complaints process**

If a complaint is raised, we ensure that:

- We treat each complaint seriously
- We will acknowledge the complaint within 48 hours of receipt
- We will conduct a full investigation into all complaints
- Findings will be relayed to the complainant
- We deal with the complaint promptly and politely

Complaints can be received via email, written letter, or telephone. The complaint will be logged on our internal log and investigated promptly with efforts to ensure the complaint is resolved in a timely manner. We may need to contact the complainant to obtain information or further details regarding the complaint with the aim to resolve the complaint promptly and informally.

In instances where a complaint cannot be resolved informally, a 4-week timeframe will be set. A formal investigation will be conducted, and careful consideration will be taken in reviewing relevant processes. A final response letter will be sent to the complainant within the 4-week deadline detailing the outcome of the complaint. This timeframe will only be extended in extenuating circumstances, for example, when evidence changes the nature of the investigation and further time is needed to conduct it fully and properly.

**Stage 1** - Informal complaints should be raised via the Technical College inbox: [Technical.College@klmuk.com](mailto:Technical.College@klmuk.com) where it will be directed to the most appropriate person. The aim is to resolve the problem directly and informally at the earliest opportunity. It is anticipated that most complaints will be resolved in this manner.

**Stage 2** - Formal complaints should be sent to the Apprenticeship Delivery Manager of KLM UK Engineering on [chris.pape@klmuk.com](mailto:chris.pape@klmuk.com). The email should be titled as a complaint, set out the details of the complaint in full and suggest an appropriate resolution. An acknowledgement email will be sent within 48 hours. If necessary, the Head of Technical College will review the information submitted to support the Apprenticeship Delivery Manager in resolving the complaint within the 4-week timeframe.

**Stage 3** – If the complaint has not been resolved to the complainant's satisfaction, they should write to Wayne Easlea (Managing Director) [wayne.easlea@klmuk.com](mailto:wayne.easlea@klmuk.com) within 10 days of receiving the stage 2 outcome. They should clearly outline why they are dissatisfied with how the complaint has been addressed. The Leadership Team will appoint an individual to investigate the case fully, including how the original complaint was handled,

and reply to the complainant within 10 days with the outcome and suggested resolution.

**Stage 4** – If the complaint fails to be handled to the satisfaction of the complainant, they may use the DfE Customer Help Portal to escalate it: [Home - Customer Help Portal](#). They will need:

- The name of the organisation they are complaining about
- Details of the complaint, together with the relevant documented evidence that they have fully exhausted the organisation's complaints procedure, including any appeals process (for example, written correspondence confirming the outcome)
- Permission to disclose details of the complaint to the organisation concerned
- If they are acting on behalf of a student, evidence that they have their permission to do so.

We can only investigate on behalf of students whose courses we fund or employers that we fund. We may ask you for further information to help us confirm this.

## **6.0 Monitoring and reviewing our policy and practice**

This policy will be reviewed annually by the Head of Technical College and published to the KLM UK Engineering Training Website.