

Customer Feedback and Complaints Procedure

Fareport Training Organisation Limited (“Fareport”) welcomes feedback from learners, employers and partners as part of its commitment to continuous improvement. The organisation actively seeks feedback through a range of methods including:

- Learner progress reviews
- Surveys (learners and employers – internal and external)
- Interviews (learners and employers)
- Peer review and development when appropriate
- SAR validation

The organisation processes feedback through the internal Change Management Request (CMR), which ensures that positive comments, concerns and complaints are dealt with by a nominated Manager to ensure that successes are celebrated, and concerns are addressed promptly and to the customer’s satisfaction.

In the first instance feedback and complaints are welcomed in a format most convenient for the individual, using our **Contact Us** option through the organisations website (www.fareport.co.uk), speaking to staff (on visits or through our offices) – we also have a dedicated email for this purpose: haveyoursay@fareport.co.uk.

What is a complaint?

A complaint is where a learner (apprentice), or employer is unhappy with any aspect of the service that we provide. Examples include:

- Learner feels that we have unfairly treated them.
- Learner feels that we have not given them the support during their programme that they would have expected.
- An employer who feels that we have not provided them with sufficient information regarding the progress made by their apprentice or learner.
- Learners who feel that we have assessed a piece of their work unfairly – please see **Appeals Policy & Procedure (Ref 4) on OneFile**

There is no ‘fixed’ definition of a complaint. We will consider any issue that a learner or employer wishes to raise, where they believe that they have not been treated fairly by Fareport.

Stage 1 – Frontline Resolution

All comments received will be passed to the relevant operational Board member or Team Manager who will then ensure that appropriate action is taken (all negative, and any significantly positive comments are processed using the CMR system – although staff may resolve the issue to ensure that no further action is required).

Response times will conform to the Change Management Request QUIP System, including formal complaints, received in writing within 5 working days.

Stage 2 – Complaints/ Investigation

Should a resolution not be found to the satisfaction of the Complainant, the Team Manager will pass the relevant comments/ CMR to Operational Board who will then investigate the complaint in more detail. Acknowledgement will then be sent to the complainant within 3 working days. A decision will be provided as soon as possible but within 20 working days, unless there is a clear reason for extending this timescale.

If the resolution reached is still not to the satisfaction of the complainant, Fareport may, at our discretion, recommend Independent Arbitration in order to obtain a fair and impartial review of the circumstances and outcomes.

Complainants will be provided with the contact details for a member of the Fareport Advisory Board. In 2017, Fareport introduced the Fareport Advisory Board. The Board consists of 3 non-executive members, made up of senior sector specialists and local stakeholders who provide advice and challenge to the Fareport Executive on strategic direction and operational issues relating to the effectiveness of provision to learners and employers.

Unsatisfactory Outcome

If you are unhappy with an apprenticeship programme and have not been satisfied with the outcome of the above process, then you can contact the **Education and Skills Funding Agency (ESFA)** directly and raise your concerns with them.

How to complain to the ESFA

The ESFA will only accept complaints in writing, by email or letter.

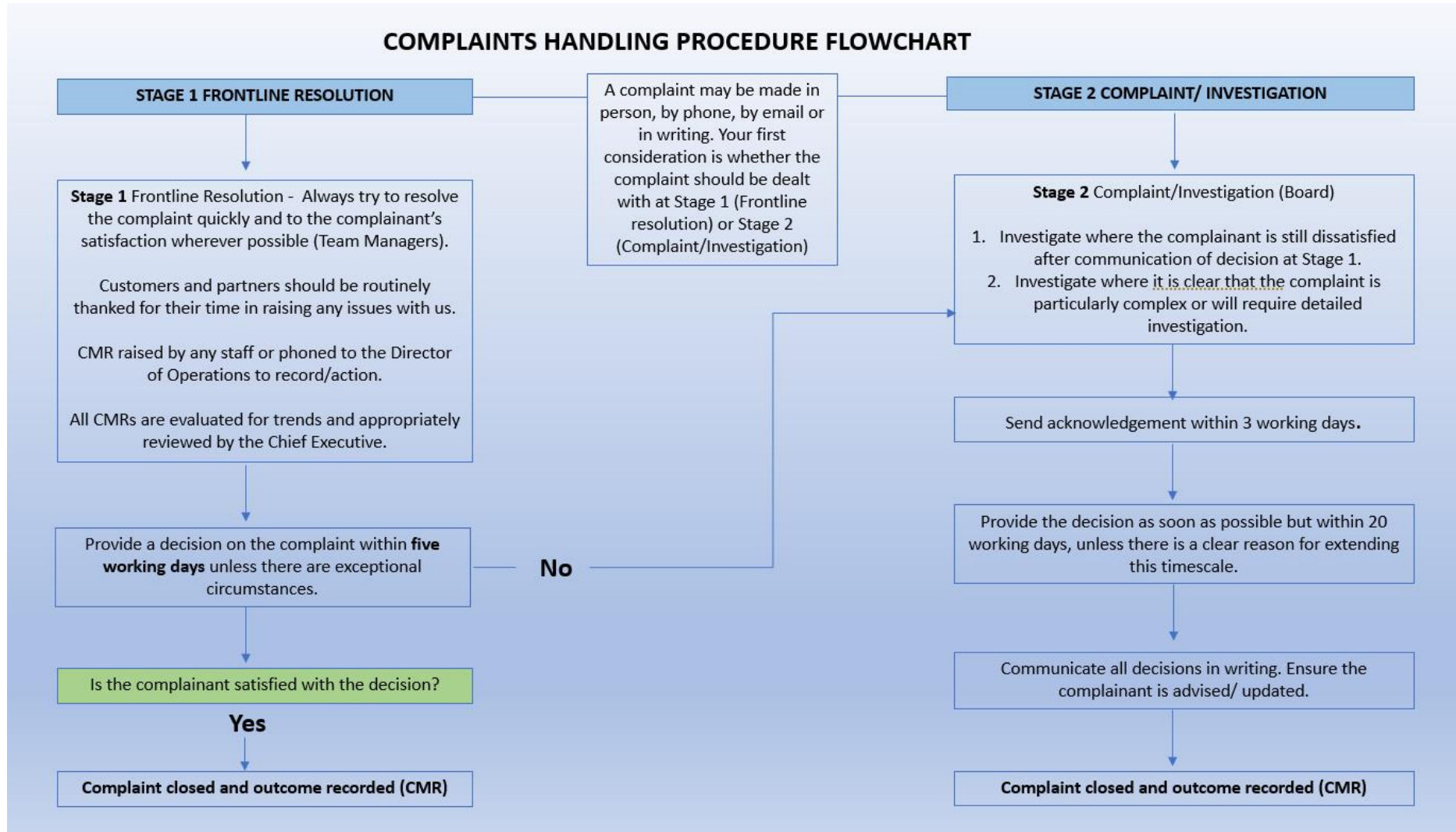
If you have difficulties in providing details in writing or if you are under 18, they will consider complaints made on your behalf by a third party. You will need to confirm that they can communicate with that third party on your behalf. If the complaint is on behalf of more than one person, the ESFA will need written permission from everyone.

You should email complaints to complaints.esfa@education.gov.uk, or put them in a letter to:

Customer Service Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT

The ESFA will acknowledge the complaint within 5 days.

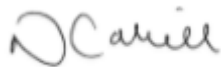
If the complainant is still unsatisfied after the ESFA response, they can write to the complaints adjudicator to decide on the case.



How to contact Fareport

Contact Page via Website	www.fareport.co.uk
Have your Say	haveyoursay@fareport.co.uk
General info email	Info@fareport.co.uk
Direct dial	01329-825805
Team Manager	Details are located within your Training Agreement/ Commitment Statement or welcome pack
Director of Operations	Theresa.maple@fareport.co.uk
Director of Apprenticeships	Duncan.mcausland@fareport.co.uk

Signed



Natalie Cahill
Chief Executive
Reviewed Annually
Last Reviewed: Mar 21