

UHL Apprenticeship and Development Centre Complaints, Compliments, Comments and Concerns Policy

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Supporting Document(s)	<ul style="list-style-type: none"> • Centre Policies • Appeals • Codes of Conduct • Dress Code • Equality, Diversity and Inclusion Policy • Functional Skills • Information, Advice and Guidance • IT Misuse • Late Submission of Work • Plagiarism • Positive Behaviour Policy • Privacy • Reasonable adjustments • Recognition of Prior Learning • Special Considerations • Trust Policies e.g. • Recruitment and Selection 	

	<ul style="list-style-type: none"> • Discipline Policy • Grievance Policy • Freedom of Information • Anti Bribery Policy • Equality and Diversity Policy • Safe Learning Environment Charter https://www.england.nhs.uk/long-read/safe-learning-environment-charter/
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Document Amendment and Review Log

December 2022	V3.2 Change of name and updated 3.6	16/12/2022	JS
April 2024	V3.3 Document branding update	23/04/2024	JS

1. Rationale

- 1.1 The University Hospitals of Leicester Apprenticeship and Development Centre strives to provide the highest quality learning opportunities and services to apprentices and learners. Feedback in all forms is a vital element in this process of continuous improvement.
- 1.2 This policy describes how to liaise with the Centre should you have a comment, concern, compliment or complaint. This enables the Centre to do more of what's going well and look to rectify anything that has not gone as expected.
- 1.3 The Centre is aware that whilst the intention to provide the best service possible exists, sometimes the service provided to our apprentices/learners, employer, visitors or employees falls short of expectations. The policy describes how to raise a complaint and, if necessary, how to escalate this to the ESFA.
- 1.4 The Centre's mission statement is to provide excellent high quality learning and development to ensure all learning improves the skills, competencies and knowledge of our apprentices to deliver safe, high quality, effective care in support of our patient experience.

2. Areas to Feedback

The Centre is keen to understand a wide range of areas including, but not exclusively:

- what is working smoothly for apprentices/learners and their managers/employers
- what is supporting the learning experience and helping progression
- how relevant the programme format, curriculum, flow and content is to an individual's role
- how the enrolment process felt and how it helped establish the learning start point
- where the stretch and progression is for the individual
- how well the programme fits employers needs
- how well functional skills are being embedded into learning for the apprentice
- how useful career and employability discussions and support are
- whether additional learning support is present and having the intended impact.

3. Complaints

- 3.1 A complaint is something that feels unsatisfactory or unsuitable. It can be on any element of the programme or service you receive from the Centre.

- 3.2 The Centre Complaint procedure has 3 stages. The process for handling complaints can be found in appendix 1.
- 3.3 All complaints received by the Centre are recorded and reviewed.
- 3.4 The Centre aims to resolve complaints speedily and informally in the first instance. However, if this is not possible, the next, more formal, stage of the process can be used.
- 3.5 Complaints can be raised in person with any Centre employee who the apprentice/learner or manager/employer links with for their programme. They can also be raised with the Centre Education Manager. Alternatively complaints can be raised by email. Please summarise and sent the complaint to apprenticeships@uhl-tr.nhs.uk where the most appropriate Centre employee will respond.
- 3.6 If the complaint is not successfully resolved external escalation to the ESFA is available. This can be done by contacting the EFSA complaints team within 12 months after the issue happened by email or post via complaints.ESFA@education.gov.uk or
Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT.

The ESFA will reply to let you know what will happen next.
- 3.7 Complaints provide valuable feedback and help improve the Centre's service. In this sense, complaints are welcome and apprentices/learners/managers or employers should feel able to voice their concerns without being worried about any negative consequences. The Centre would always rather hear something directly in a timely manner to enable them to have an opportunity to put it right, rather than indirectly through an external review such as an OFSTED/ESFA questionnaire.

4. Concerns and Comments

- 4.1 Apprentices/learners, managers/employers, or any other concerned party should feel able to raise concerns and comment on all elements of programmes, at the earliest opportunity, and ensure it is fully investigated. This could be linked to progression, teaching and training, curriculum flow, behavioural, communication etc.
- 4.2 The Centre Education Manager will record formal concerns or comments. This enables analysis of themes to support continuous improvement.

- 4.3 If the apprentice/learner or their manager/employer does not feel able to raise the concern or make the comment with the Centre, and the concern has a potential impact on patient safety, they should approach their organisations' Freedom to Speak Up Guardian who will support them in taking it forward.
- 4.4 Concerns and comments are a very valuable source of timely feedback and the Centre welcomes these to support continuous improvement. Often hearing and supporting a concern can help to prevent a more serious complaint later down the process. It is important that concerns and comments are shared as programmes progress rather than awaiting invitations to share feedback in more formal ways, such as end of programme reviews, OFSTED questionnaires, ESFA questionnaires etc.

5. Compliments

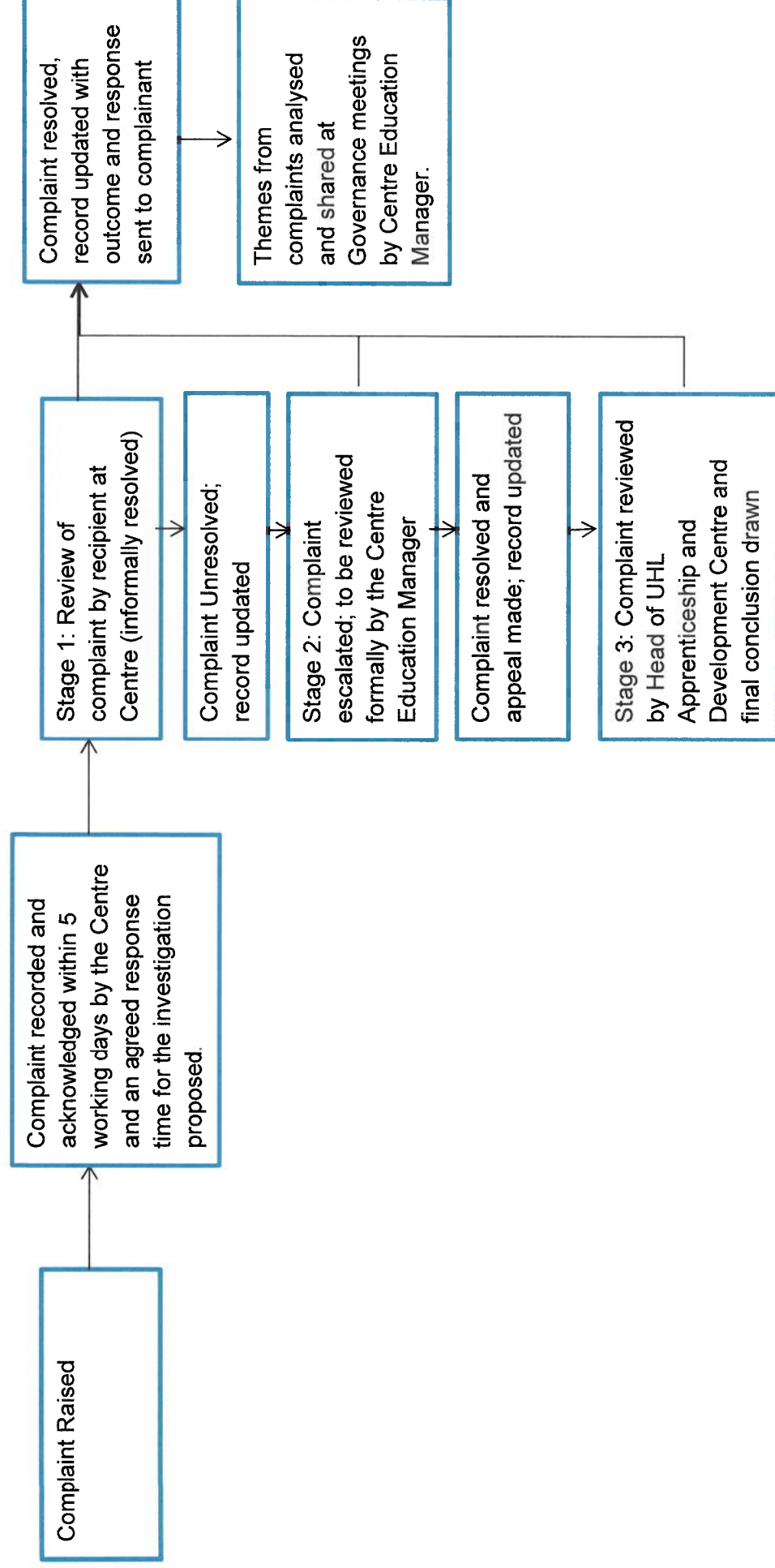
- 5.1 It is often easy to forget about what is going well, but this is an important part of ensuring continuous improvement at the Centre. This helps the Centre to understand what needs to continue, what it can strengthen further and what works, so that when programme reviews take place they can be used to inform the process.
- 5.2 Compliments can be raised in person with any Centre employee who the apprentice/learner links with for their programme, or to the Centre Education Manager. To send compliments by email please contact apprenticeships@uhl-tr.nhs.uk where the most appropriate Centre employee will respond.
- 5.3 A record will be kept by the Centre of all written compliments.

6. How to Provide Feedback

As well as the above there are a number of opportunities to provide feedback. These include, but aren't exclusive

- Centre Surveys
- OFSTED surveys
- FE surveys
- Quality Mark and MATRIX accreditation surveys
- Learner or Manager Voice activities
- Learner walkthroughs
- Membership/attendance at Programme Boards.

Appendix 1 Process for Raising Complaints



Appendix 2 Complaint Record Log

To be completed and kept by the Centre Education Manager, together with all related correspondence

Date	Complainants name	Learner number (as relevant)	Course (Please include cohort number)	Complaint Overview	Reported to	Reported on (date)	Action taken (including dates and by whom and what stage the complaint is at)

Appendix 3
Complaint Received Letter

UHL Apprenticeship and Development Centre
Knighton Street Offices
Leicester Royal Infirmary
LE1 5WW

Tel: 0116 258 6112 [Insert ext.]

[Insert Date]

[Insert name]
[Insert area of work]

Dear [Insert name]

Re: [Insert complaint details]

I am writing to confirm receipt of the complaint with regard to [insert overview]. I can confirm that this matter will be looked into and an update on the progress/outcome sent to you by [insert date].

Should you have any queries on the complaint during this process please contact me on the above number.

Yours sincerely

[Add name and title]

Appendix 4

Complaint Outcome Letter

UHL Apprenticeship and Development Centre
Knighton Street Offices
Leicester Royal Infirmary
LE1 5WW

Tel: 0116 258 6112 [Insert ext.]

[Insert Date]

[Insert name]
[Insert area of work]

Dear [Insert name]

Re: [Insert complaint details]

I am writing to confirm that the investigation regarding the complaint made on [insert overview] has been concluded. [Insert overview details of action taken to prevent reoccurrence and any summary explanation]. I am sorry that this has occurred and it is not something we would expect our apprentices or learners to face when on a programme with the Centre.

Can I also take this opportunity to thank you for raising the complaint as it enables us to review the service we provide to our apprentices, learners and managers.

If there is anything more than we can help you with please let me know.

Yours sincerely

[Add name and title]