

Sandwell & West Birmingham Hospitals NHS Trust Training Provider

COMPLAINTS & FEEDBACK POLICY

PROFILE	
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Complaints and Feedback Policy

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Appendix 1 Complaints Process
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1. Introduction

1.1 Sandwell & West Birmingham Hospitals NHS Trust Training Provider aims to provide high quality learning, development and support to Apprentices. In order to achieve this and continually improve what we do, feedback and timely resolution of any complaints or concerns is vitally important. Whilst the highest standards of quality are our benchmark, we also know that there may be occasions when expectations of apprentices, employers and staff are not realised. This policy explains how to make a complaint or raise a concern to our service as well as how to provide any additional feedback comments or compliments which may fall outside of our existing procedures such as formal programme reviews.

2. Objectives

- 2.1 This policy describes how to speak up to us as a Provider should you have a concern, compliment or complaint. This enables us to continually build on things that are working well and to rectify things that have not worked well or as expected. This policy applies to all parts of an Apprenticeship journey which includes, but is not limited to:
- a) The Initial recruitment stage including assessment centre and interview.
 - b) Initial Induction into the workplace and onto the Apprenticeship.
 - c) Quality of teaching from centre staff including Functional Skills.
 - d) Quality of individual support in learning provided by us.
 - e) Preparation for EPA activity.
 - f) Quality of IAG given to Apprentices.

3. Scope

- 3.1 This policy will apply to all Apprentices receiving training from Sandwell & West Birmingham Hospitals NHS Trust Training Provider, their parents/guardians as well as their Employers.

4. Roles and responsibilities

- 4.1 It is the role of the Senior Apprenticeship Team, led by the Widening Participation Manager, to investigate any complaints, comments or concerns raised to the Team as set out in this Policy.

5. Complaints

5.1 Our Complaint Procedure has 3 stages:

1. Informal
2. Formal
3. Formal Complaint Review

See Appendix 1 for further details.

5.2 All complaints received by us are recorded and reviewed within 5 working days.

5.3 We aim to informally resolve complaints within 10 working days, however if this is not possible you can make your complaint formal at the second stage of the process. Appendix 1 details the different stages of our Complaints Procedure.

5.4 Complaints can be raised to the trainer/coach the apprentice/employer are working with or alternatively to the quality lead for their programme. If you prefer you can email your complaint to swbh.apprenticeship@nhs.net and the most appropriate member of the team will respond.

5.5 Complaints are a valuable source of feedback and help us to improve what we do. We keep a record of all complaints so that we can analyse them and look for trends. This in turn helps us to continually improve our service to which we are very committed. Therefore complaints are welcome and Apprentices and Employers should feel able to speak up without being concerned about negative consequences. We would always rather hear something directly in a timely manner so that we can explore it and put it right rather than hearing second hand from someone else or through an external review when it may be too late to rectify.

5.6 If you are still not satisfied with how your complaint has been handled you also have the right of appeal to the ESFA (Education & Skills Funding Agency). 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

6. Freedom to Speak Up

6.1 If Apprentices or their managers do not feel able to raise the concern or to complain to us directly, and there is a potential impact on patient safety, they should approach their organisations Freedom to Speak Up Guardian or equivalent to get support in taking it forward. <https://www.swbh.nhs.uk/about-us/our-vision/safety-plan/freedom-to-speak-up-guardians/>

7. Compliments

- 7.1 We are also keen to understand what is working smoothly for Apprentices and their managers as this helps us to continually improve our service. We gather this information through Apprenticeship evaluations and reviews but we also encourage feedback about what is working well to support Apprentices' learning experiences, how relevant and helpful the programme content is to the Apprentice's role and employer/employer organisation and what elements of the programme are providing the best stretch and progression opportunities. This helps us to understand what we need to keep doing, what we can strengthen even further and what works well so that when we review our programmes we can use this feedback to inform future training.
- 7.2 Compliments can be raised to the trainer/coach the apprentice/employer are working with or alternatively to the quality lead for their programme. If you prefer you can email your compliment to swbh.apprenticeship@nhs.net and the most appropriate member of the team will respond. We welcome all feedback.

8. Documentation

- 8.1 A copy of all complaints, their outcome and investigation will be kept by SWBH Training Provider Quality Leads on the Complaints Record Log and in accordance with Data Protection Regulations. These will be reviewed for any trends and enable us to ensure they are not recurring.

9. Equality

- 9.1 The Trust recognises the diversity of the local community and those in its employ. Our aim is, therefore, to provide a safe environment free from discrimination and a place where all individuals are treated fairly, with dignity and appropriately to their need. The Trust recognises that equality impacts on all aspects of its day-to-day operations and has produced an Equality Policy Statement to reflect this. All policies are assessed in accordance with the Equality initial screening toolkit, the results for which are monitored centrally.

10. Review

- 10.1 This policy will be reviewed in two years' time. Earlier review may be required in response to exceptional circumstances, organisational change or relevant changes in legislation or guidance.

11. Appendices

Appendix 1 Complaints Process

Appendix 2 Complaints Record Log

Appendix 1

Process for Raising Complaints

Complaint raised - acknowledge within 5 working days in writing.

Stages	Accountability	Timescale/Actions
Stage 1 Informal	Informal Review by appropriate member of the Provider Team: Band 5 Programme Lead or Centre/Quality Coordinator(s)	Problem resolved – confirm in writing within 10 working days. or Problem not resolved – confirm formal acknowledgement/ investigation in writing and proceed to Stage 2
Stage 2 – Formal	Formal Review/Investigation by Centre/Quality Coordinator(s)	Confirm and offer a meeting with complainant and parties involved Findings/actions/conclusions in writing within 14 working days and If problem still unresolved refer to Widening Participation Manager for further investigations/actions.
Stage 3 – Formal complaint review	Formal Investigation and Actions by Widening Participation Manager	Confirmation of findings/actions in writing to the complainant within 10 working days and offer of a review meeting to resolve issues and agree action plan.

If you are still not satisfied with how your complaint has been handled you also have the right of appeal to the ESFA (Education & Skills Funding Agency). You should email complaints to complaints.esfa@education.gov.uk, or put them in a letter to:

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Coventry CV1 2WT

When you contact ESFA about your complaint, you will need to provide the following:

- the name of the organisation you are complaining about
- details of what your complaint is, together with the relevant documents
- evidence that you have fully exhausted the organisation's complaints procedure, including any appeals process (for example, written correspondence confirming the outcome)
- permission to disclose details of your complaint to the organisation concerned
- if you are acting on behalf of a learner, evidence that you have their permission to do so

