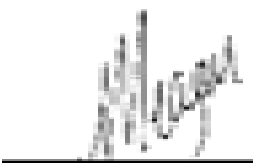


SANDWELL & WEST BIRMINGHAM NHS TRUST PROVIDER

COMPLAINTS & FEEDBACK POLICY

Policy author	Widening Participation /Manager/Apprenticeship Lead
Approving body	SWB Apprenticeship Board
Accountable Executive Lead	Director of People and OD
Signature	
Policy Sign Off Date	10 June 2025

**ESSENTIAL READING FOR THE
FOLLOWING STAFF GROUPS:**

- 1 All Provider Staff
- 2 Apprentices
- 3 Employers
- 4 Parents/Guardians

**STAFF GROUPS WHICH SHOULD BE
AWARE OF THE POLICY FOR
REFERENCE PURPOSES**

- 1.Apprenticeship Board Members

POLICY APPROVAL DATE:
November 2023

**POLICY
IMPLEMENTATION DATE:**
November 2023

**DATE POLICY TO
BE REVIEWED:**
June 2026

DOCUMENT CONTROL AND HISTORY

Version no	Date Approved	Date of Implementation	Next Review Date	Reason for change (e.g. full rewrite, amendment to reflect new legislation, updated flowchart)
1	May 2019	May 2019	May 2021	May 2019, policy created.
1	May 2021	May 2019 ongoing	January 2022	Policy reviewed locally and remained current until March 2022 due to Covid pandemic.
2	April 2022	April 2022	April 2023	Annual Review due
3	November 2023	November 2023	November 2024	Annual Review due
4	November 2024	November 2024	November 2025	08/10/24 – policy reviewed. Terminology re: IAG updated to 'CEIAG'. No further amendments required.
4	June 2025	June 2025	June 2026	Change of review date due to management structure

Complaints and Feedback Policy

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Introduction

- 1.1 Sandwell and West Birmingham NHS Trust is an integrated care organisation dedicated to improving the lives of local people, to maintaining an outstanding reputation for teaching and education and to embedding innovation and research. Sandwell & West Birmingham 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, staff and parents/carers 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.

Other policies and forms to which this policy relates:

This policy should be read in conjunction with the SWB Equality, Diversity and Inclusion Policy.

2.0 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:
- The initial recruitment stage including assessment centre and interview.
 - Initial induction into the workplace and onto the Apprenticeship.
 - Quality of teaching from centre staff including Functional Skills.
 - Quality of individual support in learning provided by us.
 - Preparation for EPA activity.
 - Quality of CEIAG given to apprentices.

3.0 Definitions

- 3.1 This policy refers to a complaint which is an expression of dissatisfaction. Something that is unsatisfactory or unacceptable.
- 3.2 This policy refers to the terms 'trainer', 'coach' and 'staff'. Trainers refer to employees who are part of the SWB Provider Team; 'Staff' refers to people who are employees who may be involved in delivering training to apprentices e.g. guest speakers.
- 3.3 This policy refers to 'Employers'. This term is used for those who have employer responsibility for the apprentices.

4.0 Scope

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

5.0 Complaints

- 5.1 Our Complaint Procedure has 3 stages:

Stage 1 - Informal
Stage 2 - Formal
Stage 3 - Formal Complaint Review

See Appendix 1 for further details

- 5.2 All complaints received will be recorded and acknowledged within 5 working days.
- 5.3 We aim to informally resolve complaints within 10 working days. However if resolution is not achieved, the complainant can move the second stage of the process to make the complaint formal. Appendix 1 details the different stages of the Complaints Procedure.
- 5.4 Complaints can be raised to any member of the SWB Provider Apprenticeship Team. Also, the complaint can be emailed to swbh.apprenticeship@nhs.net and the most appropriate member of the team will respond in accordance to the Complaints Process timescale.
- 5.5 Complaints are a valuable source of feedback which lead to reflection, evaluation and service provision improvement. All complaints are recorded and analysed to identify possible trends and patterns, which will be discussed at Board level.
- 5.6 Apprentices and employers are supported and encouraged to speak up about the service they receive and raise any concerns they may have, without being concerned about negative consequences of making a complaint.
- 5.7 If a satisfactory resolution has not been attained, the complainant, also has the right of appeal to the ESFA (Education & Skills Funding Agency). Complaints should be emailed 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

6.0 Compliments

- 6.1 Receiving compliments from apprentices, employers and relevant others, supports the SWB Provider Team to be aware of positive views of our service. Feedback, both positive and constructive is gathered via the robust Quality Assurance Strategy. This supports the Provider's understanding the apprentice's learning experiences, and evaluate the relevance and impact for the apprentice and employer. This informs our curriculum planning, identifying what we do well, and what we can strengthen even to inform future teaching and learning.
- 6.2 Compliments can be raised to any member of the SWB Provider Apprenticeship Team where a member of the team will respond. Also, the compliment can be emailed to swbh.apprenticeship@nhs.net and the appropriate/ accountable SWB Provider Apprenticeship Team member will respond accordingly. All feedback is welcome to support improvement of our service.

7.0 Documentation

- 7.1 A copy of all complaints, the outcomes and investigations will be kept securely by SWB Provider Quality Coordinators, and recorded on the Complaints Record Log, in accordance with Data Protection Regulations and GDPR. These will be reviewed for any trends to enable us to monitor for and investigate recurrences.

8.0 Equality

- 8.1 Sandwell & West Birmingham NHS Trust Provider has a strong commitment to equality of opportunity as laid down in its Equality and Diversity Policy. Sandwell & West Birmingham NHS Trust Provider promotes equality of opportunity to all staff and apprentices in accordance with current legislation such as the Equality Act 2010.

9.0 Review

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

Appendix 1

Complaints Procedure

Stages	Accountability	Timescale/Actions
Complaints Received	Initial recipient within SWB Provider Team	Recorded on 'Complaints Record Log' and acknowledged in writing within 5 working days
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 Apprenticeship Training Provider 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 a satisfactory resolution has not been attained, the complainant, also has the right of appeal to the ESFA (Education & Skills Funding Agency). Complaints should be emailed to: complaints.esfa@education.gov.uk, or documented in a letter to:

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

When contacting the ESFA, the complainant will need to provide the following:

- the name of the organisation the complaint is about
- details of the complaint, together with relevant documents
- evidence that the organisation's complaints procedure has been fully exhausted, including any appeals process (for example, written correspondence confirming the outcome)
- permission to disclose details of the complaint to the organisation concerned
- if the complainant is acting on behalf of another, evidence that they have obtained their permission to do so.

Appendix 2

Complaints Record Log

To be completed and kept securely by the Quality Coordinator, together with all related correspondence

Date Reported	Complainant's Name & Job title	Department and organisation	Complainant contact details	Apprenticeship	Overview of Complaint	Name of person it was reported to	Action taken (including dates and by whom)



**Sandwell and
West Birmingham**

NHS Trust

Date Reported	Complainant's Name & Job title	Department and organisation	Complainant contact details	Apprenticeship	Overview of Complaint	Name of person it was reported to	Action taken (including dates and by whom)