

Complaints Policy & Procedure (Apprenticeships)

Owner:	Human Resources
Date approved:	January 2020

Engineering	
Production	0
Operations	2
Stores	0
Cleaning	0
Engineering Services	0
Fleet Delivery	0
Commercial & Customer Services	
On Train	2
Stations	2
Estates	0
Revenue Protection	0
Commercial	0
Customer Service Centre & Sales	0
Marketing	0

Safety & Operations	
Drivers & Resource	2
Performance	0
Train Planning & Access	0
Safety & Environment	0
Operations & Control	0
Operations Strategy	0
Human Resources	
Employee Relations	1
Organisation Development	3
Training & Development	3
Talent Management	1
Employee Wellbeing	1
Finance	
Finance	0
Franchise Compliance	0
Procurement	0
Information Technology	0

0=Not Relevant

1=Information Only

2=Relevant

3=Essential

The publication (included data and information relating thereto), is not to be used, disseminated, reproduced, copied or adapted, either in whole or in part without the express written approval of East Midlands Railway (except for the purpose of preparing tender requested by, or carrying out an order placed by the Procurement Department of East Midlands Railway).

Complaints Policy & Procedure (Apprenticeships)

Contents

Section	Title	Page
1	Purpose	2
2	Scope	2
3	Aims	2
4	How to complain	2
5	How we will handle complaints	3
6	Response times	4
7	Policy Review	4
8	GDPR Statement	4

Complaints Policy & Procedure (Apprenticeships)

1. Purpose

We aim to provide an excellent learning experience at all times. If learners, line managers and or employers feel we have not met that standard we would like to know.

This document explains the process for raising a complain and how we will deal with it.

2. Scope

This policy applies to

- EMR Apprentices
- Apprentices employed by other organisations where EMR are main provider or sub-contracted provider
- Line managers
- Employers

3. Aims

We want to be able to resolve any issue and learn from what has happened so we can continuously improve.

4. How to complain

If you have a complaint relating to any aspect of your apprenticeship, please discuss in the first instance with:

1. Apprenticeship Coach
 2. Apprenticeship Lead
 3. Trainer
 4. Driver Manager
 5. Mentor or Driver Instructor
- (Contact numbers are provided at the end of this document)

By email: apprenticeships@eastmidlandsrailway.co.uk

In writing by post to:
 Apprenticeships Team
 East Midlands Railway,
 Locomotive House, Locomotive Way,
 Derby, DE24 8PU

Complaints Policy & Procedure (Apprenticeships)

5. How we will handle a complaint

We will deal with complaints promptly and sensitively. We will investigate thoroughly and impartially and aim to resolve matters as quickly as we can. If the complaint raises serious issues, we may need extra time to investigate fully. We will keep accurate records and ensure all parties are updated and informed as appropriate throughout the process.

We will follow the following process once a complaint has been raised:

Stage One

Investigation carried out in conjunction with local managers and any other relevant stakeholder(s)

1. Apprenticeship Lead discusses findings with relevant stakeholders and the appropriate action(s) / steps required to address the complaint this will be done in writing by email and by phone call
2. If the complainant accepts the findings actions will be implemented as necessary and the matter is closed

Stage Two

If our findings and resolution are not acceptable Apprenticeship Lead will escalate to an appropriate senior leader who will:

1. Investigate further at senior level
2. The Apprenticeship Lead will report back findings and the appropriate action(s) / steps required to address the complaint this will be done in writing by email and by phone call
3. If resolution is acceptable action will be taken as necessary and the matter closed
4. If findings are not accepted at this stage matter is escalated to Functional Director who will determine what action should be taken.

Stage Three

If you are unhappy with any element of our delivery and feel that we have not successfully dealt with your complaint you can contact the ESFA Apprenticeship Service Support on:

ESFA: 08000 150 600

helpdesk@manage-apprenticeships.service.gov.uk

Complaints Policy & Procedure (Apprenticeships)

6. Response Times

We will aim to respond with our findings and any proposed action where possible within 5 working days of the complaint being received.

Where there is a belief that an investigation will take longer than 5 working days or the complaint is escalated, we will respond within 5 working days advising of this and will provide regular updates until the matter is closed. We aim to resolve any complaint at this stage within 20 days.

Where it is not possible to resolve a complaint within 20 days we will keep in regular contact and escalate the matter to the Functional Director who will determine the appropriate action(s).

7. Policy Review

EMR will review this policy annually and as needed.

8. GDPR Statement

The information that is supplied will be held and processed in line with the Data Protection Act 1998, GDPR and subsequent legislation. We will use the information you provide will be used to carry out any investigations deemed necessary and will not be shared with any third party. Information relating to the complaint will only be shared if it is required to carry out the investigation. Any information that could identify an individual will not be shared. Our lawful basis for processing this data is contract. As a data subject you can request withdrawal of consent at any time by contacting dataprotection@eastmidlandsrailway.co.uk