

Apprentice Complaints/Appeals Procedure

We hope that you will find studying with the TCHC Group a pleasurable and rewarding experience. However, should you not be entirely happy with any aspect of our service and wish to make a formal complaint or appeal against a decision already made, please follow the procedures below.

Complaints/Appeals covered by this procedure include:

- Behaviour and/or attitude of fellow apprentice/member of staff
- Inappropriate approach by fellow apprentice/member of staff
- Appeals on perceived unfair instruction, grading or feedback
- Appeals against disciplinary action that may have been given
- Health & Safety violations

There are **3** stages in the complaints/appeals procedure and each stage must be fully completed before proceeding to the next one. You are advised to keep copies of all the documents used in the complaints procedure.

Stage 1 ("on-the-spot" solutions)

If you are still completing your course you must first contact your tutor who will ensure that your concerns are dealt with fairly and quickly. You should raise your concerns within 7 days of the matter in question. Your tutor will fully investigate your concerns and address accordingly. If your concern is about your tutor and it would be inappropriate to discuss the matter with him/her you may begin with Stage 2.

Stage 2

If you are not satisfied with the outcome of stage 1 or if you are no longer on your course please contact the Head of Apprenticeships at: 01923 698430 email info@tchc.net where your concerns will be investigated. A response will be sent to you within 5 working days.

Stage 3

If you are not satisfied with the outcome of Stage 2 you will need to complete the complaint/appeals form on page 3. Once you have completed the form you must then send it to the contact information below. This may be in writing in the post or via email. You are likely at this stage to be requested to substantiate any complaints, allegations or appeal with written factual evidence and/or signed statements from witnesses. This will assist in reaching a speedy conclusion to your concern. A response to your concern will be sent to you within 28 days.

If you require an electronic copy of the form please call 01923 698430 or email info@tchc.net. Alternatively, please complete your hard copy and post to the following address:

Head of Apprenticeships
21 Station Road,
Watford,
WD17 1AP

Escalating your Complaint/Appeal

If after receiving our response to your complaint or appeal you are still not satisfied with the outcome, you may escalate your complaint or appeal to the Awarding Body (ies) using their appeals procedures. Details of how you can do this can be provided by the Head of Apprenticeships upon request.

When you have received a response from the Awarding Body (ies) regarding your complaint or appeal, and you are still not satisfied with the outcome, you may further escalate your complaint or appeal to the Qualifications Regulator whose decision will be final. Details of how you can do this can be provided by the Head of Apprenticeships upon request.

Apprentice Complaints/Appeals Form

Please complete using **BLOCK CAPITALS**

First Name	Last Name	Date of Birth

Address	Telephone No
	Email Address

Who did you initially report your concern to
Please FULLY describe the nature of your concern

What DATE and TIME did this concern take place	And where

Please provide the NAME/s and CONTACT DETAILS of anyone else who was involved/witnessed the concern

Please return this form to your tutor or Manager or email to info@tchc.net or post to the following address:

Head of Apprenticeships
21 Station Road
Watford, WD17 1AP