



# Equestrian Training

## **Equestrian Training Ltd Complaints Policy**

Equestrian Training Ltd (ETL) is committed to providing an excellent service for apprentices/learners, employers, and Stakeholders. We welcome every opportunity to monitor and improve our service and have a clear procedure for resolving complaints.

A complaint is when an apprentice/learner, stakeholder, employer, or parent informs us that they are not happy with the service we are providing. We encourage all feedback from employers, stakeholders and learners and have a broad approach to handling all complaints with clear information on how individual complaints will be processed.

### **Scope**

This policy outlines what any apprentice/learner, stakeholder, employer, or parent needs to do to make a complaint.

We will review our delivery or performance of:

- Quality, management, or experience of ETL's training programmes.
- Administration of learner programmes.
- Conduct of ETL Staff during recruitment, training, assessments, and exams.
- Equality and Diversity practices and procedures.

Separate policies are available for apprentices/learners and employers covering exams and invigilation, learner behaviour and conduct, staff code of conduct and staff disciplinary. Issues identified and raised with these will be handled according to the appropriate policy.

This policy is published on ETL's website and internal Dropbox. This policy is shared with all apprentices/learners, staff, employers and parents during inductions and updates are communicated through emails, team meetings, website, and monthly newsletters.

This policy is reviewed bi-annually or in response to updates and changes to relevant legislation and guidance.

### **Aims**

Equestrian Training will make sure that all complaints are resolved quickly, fairly, and effectively. We take complaints very seriously so we can improve the quality of our service. To do this we will:

- Follow up on the complaint and act quickly on the information provided.
- Provide you with information on the progress and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise you of your right to appeal if you remain dissatisfied after your complaint has been through all stages of the internal Complaints Procedure.

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## Roles and Responsibilities

### Director

- Receives complaints reports, providing scrutiny and reassurance.
- Instigate the relevant and appropriate improvement activities.
- Ensure appropriate support and relevant policies are enacted to ensure the complaints are fully resolved.
- Reports to the Quality and Standards Board in line with Governance requirements.
- Oversee implementation of this policy
- Provide training support and guidance to the senior team on administrating complaints process.
- Produces a monthly report on any complaints for the senior team.
- Support senior team to communicate responses to complaints and creates standard templates to enable senior staff to respond to complaints effectively and efficiently.

### Senior Managers

- Receive complaints via email, telephone or in writing and notify the Director.
- Ensure all complaints are acknowledged.
- Ensure all complaints are documented and stored in the Complaints Folder.
- Provide training, support, and guidance to Training Advisors in the handling of information, complaints, and their responsibilities.
- Ensure appropriate support and relevant policies are enacted to ensure the complaints are fully resolved.
- Review the complaints report and apply relevant and appropriate improvement actions.
- Accountable to the Director for quality of the service and provision.

### Training Advisors

- Read, understand, and implement responsibilities within this policy, and all related policies.
- Promote professional conduct /behaviour in all working practices.
- Be able to advise apprentice/learners, employers, or parents on how to raise a complaint.
- Challenge and conduct or behaviour which is not aligned with this policy, escalating concerns with senior managers where appropriate.

## Equality & Diversity

You have a right to express dissatisfaction with the services you receive from ETL and can expect to be treated fairly and without discrimination. ETL has an Equality & Diversity Policy that covers all aspects of equality.

### Procedure

If you are unhappy with the service provided by ETL - whether it is the learning experience, assessment, the support you are receiving or about staff or the organisation itself, we take your



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complaint seriously and treat it as confidential. We aim to resolve your complaint as speedily as possible.

If you have a complaint about any decision that we have made that affects you, for example, if you feel that you have received the wrong grade for an assessment, or you disagree with an examination result, you should use the relevant awarding organisation's appeals procedures, which we can advise you on. For all other issues and grievances, use this Complaints Procedure.

We use the information you give only to improve things. Passing on personal information about you is protected by the Data Protection Act (GDPR 2018).

## Complaint Process

### Stage 1 (Informal)

If you have an issue with some aspect of Equestrian Training's delivery, please raise this with your main contact, such as your training advisor or an Equestrian Training representative. You could raise this as part of a discussion, an email exchange or in a feedback survey.

At this stage, your complaint will usually be handled by your training advisor or main contact, unless the complaint is about them. This is often the best way to deal with a problem. The problem may be able to be sorted out there and then.

If you do not have a main contact, or the complaint relates to your main contact, it should be submitted to Equestrian Training Ltd in writing by telephone using the following details:

In the first instance, if you are unable to resolve the issue informally, you can also:

Email: [info@equestriantrainingltd.co.uk](mailto:info@equestriantrainingltd.co.uk)

Phone 01768 785135

Post: Amy Hodgson, Director, Bell House, Ainstable, Carlisle, Cumbria, CA4 9RE

You should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. A response will be received within 10 working days.

### Stage 2

If the complaint is unresolved, following Stage 1, then a complaint should be submitted in writing, or by telephone to:

Email: [info@equestriantrainingltd.co.uk](mailto:info@equestriantrainingltd.co.uk)

Phone 01768 785135

Post: Amy Hodgson, Director, Bell House, Ainstable, Carlisle, Cumbria, CA4 9RE

Please include details of:

- Your full name
- Apprentice/learner number (where known)
- Contact details

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- What the complaint is about
- Details of how you have raised the complaint informally (to whom, in what format, and what response you got)
- What solution to the issue do you see?
- Any documentary evidence.

Your complaint will usually be reviewed at this stage by the sector manager, depending on the nature of the complaint.

Your complaint at this stage should be acknowledged within **2 working days** and investigated and responded to in writing within **4 weeks**. If the handling manager requires further time to fully investigate your complaint, they will write to you to advise you of this prior to the end of the 10-working day period.

## Stage 3 (Appeal)

If you wish to appeal the complaint response at Stage 2 then you must write (or email) to inform Equestrian Training Ltd of this within 10 working days of the issue of the Stage 2 response. The appeal request must clearly explain the reason(s) for appeal and will only be considered if the complainant can evidence one or more of the following:

- Any aspect of the original complaint was not investigated
- The investigation findings do not match the outcome
- There is new evidence that was not reasonably available at the time of the original complaint investigation
- Equestrian Training Ltd's complaints process was not followed

At the appeal stage, the Director will appoint an Appeal Manager, which will usually be a Senior Training Advisor, depending on the nature and complexity of the complaint.

Your complaint at this stage should be acknowledged within 2 working days and investigated and responded to in writing within **10 working days**

If the Appeal Manager requires further time to fully investigate your complaint, they will ensure that you are written to you to advise you of this and a new deadline prior to the end of the 10-working day period.

If you are unhappy with an apprenticeship and have not been satisfied with the outcome of following Equestrian Training Ltd's complaints procedure above, then you can contact the Education and Skills Funding Agency (ESFA) directly and raise your concerns with them.

## How to complain to the ESFA

- The ESFA will only accept complaints in writing, by email or by letter.
- If you have difficulties in providing details in writing or if you are under 18, they will consider complaints made on your behalf by a third party. You will need to confirm that they can communicate with that third party on your behalf. If the complaint is on behalf of more than one person, the ESFA will need written permission from everyone.
- You should email complaints to [complaints.esfa@education.gov.uk](mailto: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

The ESFA will acknowledge the complaint within 5 days. If you are still unsatisfied after the

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ESFA has responded, then you can write to the complaints adjudicator to decide on the case.

The ESFA will reply to let you know what will happen next.

If you are a learner on a non-funding programme and are not satisfied with the reply from ETLs Director, then you have the option to bring the matter to the awarding body stating the reason why you are dissatisfied with the outcome:

- 1<sup>st</sup>4Sport - Email [enquiries@1st4sportqualifications.com](mailto:enquiries@1st4sportqualifications.com)
- BHSQ – Email [enquiries@bhsq.org.uk](mailto:enquiries@bhsq.org.uk)
- NCFE – Email [service@ncfe.co.uk](mailto:service@ncfe.co.uk)

## Complaint Conduct

Complaints should be raised within twelve months of the original issue so that evidence is available for the investigation.

Any complaint received after this period will not be investigated.

Apprentices/Learners should be aware that malicious complaints received in any form will result in disciplinary action (i.e., complaints that are not true, use of foul language in any communication).

All complainants should be aware that ETL staff and learner have the right to work in a pleasant and safe environment and any violent or abusive behaviour will not be tolerated.

## Data Collection, Analysis, and Continuous Improvement:

We understand that continuous improvement is vital to effective practice.

This is done this by:

- Ensuring that sufficient data is captured to identify best practice
- Gathering learner feedback, including complaints, to identify best practice and make improvements relating to our offer and delivery
- Gather feedback from apprentices/learners, parents, employers, and stakeholders which enable improvements to be made
- Reviewing the quarterly report on complaints and acting on recommendations.

*Policy Reviewed and updated annually, or in response to changes in Legislation.*

Board signatory: *Amy Hodgson*

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