

## **Complaints Policy**

Our complaints policy and procedure is aimed at our partners (Employers), learners, parents and all interested parties who encounter a direct or indirect service from Kidz Zone Club Ltd 'Future Apprenticeships'.

We value all our learners, schools and partners who work with us and we share a professional aim every day to exceed the expectations at every level of delivery.

We are confident of providing a high- quality service and would be extremely disappointed if this is not the case.

### **What is a complaint?**

A complaint as an expression of dissatisfaction (oral or written) about the provision of, or failure to provide an agreed service. It alleges how you have suffered (or may suffer):

- financial loss;
- material distress; or
- material inconvenience

Therefore, it is important should you feel you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons.

Key in any event would be to contact the Directors of Kidz Zone Club Ltd 'Future Apprenticeships' without delay and our aim would be to resolve any complaint to a satisfactory conclusion within 48 hours.

For Learners there is a specific staged process as shown but the first step would be to contact your Mentor/Tutor/Assessor and the complaint will come through to The Directors of Kidz Zone Club 'Future Apprenticeships' and we will aim to resolve the complaint within 48 hours.

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both the **complainant** and Kidz Zone Club 'Future Apprenticeships' maintain **confidentiality**. However, the circumstances giving rise to the **complaint** may be such that it may not be possible to maintain **confidentiality** (with each **complaint** judged on its own merit and dealt with in the most appropriate, professional manner).



**Contact : Tel : 01525 591036**

**hello@kidzzoneclub.com**

If all avenues with Kidz Zone Club Ltd 'Future Apprenticeships' have been exhausted, then the ESFA as the body who fund Government Apprenticeships can be contacted, please see address below and a link to the website for further information relating to ESFA Complaints Policy:

**And 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**

**Helpdesk [@manage-apprenticeships.gov.uk](mailto:@manage-apprenticeships.gov.uk) – 0800 0150600**

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

### **Detailed Learner Complaints**

#### **Learner Complaints Procedure**

Should learners wish to complain about any services provided by Kidz Zone Club Ltd 'Future Apprenticeships' they are advised to follow the procedure stated below. In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by, Kidz Zone Club Ltd 'Future Apprenticeships', they may take their complaint to either the Awarding Body if it is qualification related, or ESFA for any Apprenticeship complaints.

It is ultimately the responsibility of the Head of the Centre, Scott McCafferty, to ensure that this procedure is published and accessible to all personnel, learners and any relevant third parties.

### Stage 1

An informal complaint can be made to the learner's tutor/assessor. The tutor/assessor should discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow the tutor/assessor sufficient time to investigate or remedy the grievance. Learners should voice their complaint within 20 working days of the course/programme or any assessment with which they are dissatisfied.

### Stage 2

If the complaint cannot be resolved informally to the satisfaction of learners, or if learners feel that they cannot make an informal complaint to their

tutor/assessor, the complaint should be submitted in writing using the 'Kidz Zone Club Ltd 'Future Apprenticeships' Learner Complaints Form' and sent to the complaints officer at the address below.

Learners should use the complaint form to provide a detailed account of their grievance. The Complaints Officer will write to learners to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken. The Complaints Officer will carry out an investigation, which will involve the relevant parties, and will write to the learner within 20 working days with [his/her] findings and a decision as to whether the complaint was justified.

All Stage 2 complaints should be sent to:

The Complaints Officer  
Kidz Zone Club  
5 Leck House, 2-4 Lake Street, Leighton Buzzard, Bedfordshire, LU7 1TQ

### Stage 3

If learners have followed Stage 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the Awarding Body if it is qualification related.

As above, if all avenues have been exhausted and a Learner or Employer feel they would like more action taken related to their complaint for Apprenticeship provision they can take the next step and complain to the ESFA details shown below:

**And 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**

**<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>**

Stage 3 Complaints should be sent to:

Awarding Body if it is qualification related, or ESFA for any Apprenticeship complaints or in any Sub-contracted provision to the associated Lead Provider.

**Policy review date September 2023  
This policy will be reviewed in September 2024.**

## Learner Complaint Form

### Stage 1

Before completing this form, learners are advised to follow Stage 1 of the complaints procedure and initially try to rectify the issue prior to submitting a formal complaint.

### Stage 2

Learners are required to complete this form and forward it to the Complaints Officer.

Name:	
Address:	
Email address:	
Contact number:	
Date complaint submitted:	
Date on course/assessment:	

Describe the nature of your complaint as fully as possible:

Please attach an additional sheet if necessary.



Signature of complainant:		Date:	
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Please return this form to: Kidz Zone Club, Complaints Officer, 5 Leck House, 2-4 Lake Street, Leighton Buzzard, Bedfordshire, LU7 1TQ

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