

Working Knowledge Complaint Policy and Dispute resolution Process

Revised:	By Whom:
August 2021	Jo Trendall
December 2021	Jo Trendall
February 2023	Jo Trendall
February 2024	Jo Trendall
Next review: February 2025	

Contents

1. Statement of purpose
2. What is a complaint?
3. Complaints procedure – Working Knowledge
4. Complaints procedure – EPAO
5. Further help

1. Statement of purpose

At Working Knowledge we are committed to delivering the highest quality of learning and standards to our apprentices and employers. However, if for any reason you are dissatisfied with the service you have received, feel you have been mistreated or wish to raise any concerns, you can access the complaints policy and follow the procedure.

2. What is a complaint?

A complaint is when you feel that you have not received the service or support you expected, and you choose to inform us. Complaints can be about anything but may include the following: -

- When we do not deliver a service on time
- When you are not supported to progress and achieve in your programme of study
- When you receive poor quality service
- When you are dissatisfied with any aspect of the End Point Assessment process or grading.

This list is not exhaustive.

In the first instance it is usually helpful to talk through your concerns either with your Coach, Trainer or the Operations Manager.

3. Complaints procedure – Working Knowledge

Either Party may give to the other written notice ('a Dispute Notice'), setting out the nature and particulars of the disputed matter ('the Dispute') together with relevant supporting documents.

On service of a Dispute Notice, the Contract Manager of the employer and the Operations Manager of the provider (together 'the Managers') shall attempt in good faith to resolve the dispute.

If the Managers are unable to resolve the Dispute within 30 days of service of the Dispute Notice, the Dispute shall be referred to the chief executive officer or Managing Director of the Employer and Managing Director of the Training Provider (together 'the chief executive officers') who shall attempt in good faith to resolve it.

This will be deemed to be the final stage in any dispute resolution.

At any point in this process should the Employer wish to contact the apprenticeship helpline or refer their complaint to the funding bodies', or awarding organisations' appeals procedure, the Employer is fully entitled to do so. At this point Working Knowledge will supply the contact details of the appropriate body.

The apprenticeship helpline can be contacted directly on 0800 015 0400, nationalhelpdesk@apprenticeships.gov.uk or <https://www.gov.uk/apprenticeships-guide/overview> and the ESFA Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk

If by following this process you remain dissatisfied with the outcome, you can escalate your issues to the ESFA using this link:

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

4. Complaints procedure – End Point Assessment

Complaints regarding End point assessment (EPA) are not covered by this policy. All complaints about EPA will need to be directed to the relevant End Point Assessment Organisation (EPAO). Contact details for your EPAO are below, and also included in the Training Plan.

For L3 Digital Marketer Apprenticeship:

BCS

Email: custsupport@bcs.uk

Tel: 01793 417417

For Multi-Channel Marketer Apprenticeship:

1stforEPA

Email: admin@1stforepa.co.uk

