

Introduction

Lavender International is committed to providing a high-quality service to all our apprentices and employers but understands that things can sometimes go wrong. We encourage feedback on the service we provide and recognise the right to make a complaint or voice a concern. All feedback goes towards improving the quality of the service we provide.

Any complaint or concern regarding the service we provide is taken seriously and we aim to ensure that complaints are dealt with swiftly and in a professional non-confrontational manner.

If an employer or apprentice feels we have not provided the expected level of service, support or quality of delivery, they should follow the process outlined below:

Informal Stage of Complaint Resolution

In the first instance the apprentice/employer should talk through the issue with an appropriate person to try to resolve the issue quickly. An appropriate person could be a tutor or the Apprenticeship Manager depending on the nature of the issue.

If a resolution cannot be reached informally the complainant should follow the formal process as outlined below.

Stage One

A formal verbal complaint, giving details of the issue(s), should be raised with the Apprenticeship Manager or a tutor, as appropriate, within two weeks of the event causing the complaint.

The Apprenticeship Manager or tutor will meet with the employer/apprentice within 5 working days to try to resolve the issue. Notes will be taken of the discussion, detailing possible solutions and whether or not the complaint was satisfactorily resolved. Both parties will sign this note and a record will be held on file.

If the complaint is not satisfactorily resolved, it should be escalated to Stage 2:

Stage 2

The employer/apprentice should put the complaint in writing to the Quality department within 5 days of the Stage 1 meeting being held.

Once the Quality department receives a written complaint, a written acknowledgement will be sent within 2 working days. The Quality department, will

meet the employer/apprentice within 5 working days, if this is not possible a notification of timescale will be communicated within 2 working days. Every effort will be made to resolve the complaint at this stage. Notes will be taken of the discussion detailing possible solutions and whether or not the complaint was satisfactorily resolved. Both parties will sign this note and a record will be held on file.

If the complaint is not satisfactorily resolved, it should be escalated to Stage 3:

Stage 3

The employer/apprentice should put the complaint in writing to the Operations Director within 5 days of the Stage 2 meeting being held.

Once the Operations Director receives a written complaint, a written acknowledgement will be sent within 5 working days. The Operations Director, will either meet the employer/apprentice and the Quality department, and/or review all the recorded information within 10 working days, if this is not possible a notification of timescale will be communicated within 3 working days.

Every effort will be made to resolve the complaint at this stage. Notes will be taken of the discussion, or the information review, detailing possible solutions and whether or not the complaint was satisfactorily resolved. Both parties will sign this note and a record will be held on file.

If the complaint is not satisfactorily resolved, it should be escalated to Stage 4:

Stage 4

If the complaint has still not been resolved satisfactorily the employer or apprentice should contact the Apprenticeship Helpline on 0800 0150400 or email nationalhelpdesk@apprenticeships.gov.uk

Approved/Authorised by:



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