

## **Family Adventures Group**

*(Little Adventures Nurseries Ltd)*

### **Apprenticeship Complaints Policy**

**Applies to:** Apprentices, learners, parents/carers, employers and authorised representatives

**Policy Owner:** Angelene McCormack Head of Audits and Training

**Operational Leads:** Apprenticeship Delivery Team

**Review Cycle:** Annual or sooner if regulatory requirements change

#### **1. Purpose of This Policy**

The purpose of this policy is to set out how **Little Adventures Nurseries Ltd** receives, acknowledges, investigates and resolves complaints relating to its apprenticeship training provision.

We are committed to delivering a high-quality, fair and supportive apprenticeship experience and to handling complaints promptly, transparently and respectfully. Feedback and complaints are viewed as valuable opportunities to improve our services, systems and processes.

We aim to ensure that:

- Complaints are welcomed and taken seriously
- All complainants are treated fairly and respectfully
- Concerns are addressed promptly and proportionately
- No apprentice or stakeholder is disadvantaged for raising a complaint
- Learning from complaints informs quality improvement

## 2. Scope of Complaints

This policy applies to complaints relating to:

- The quality of apprenticeship training, assessment or learner support
- Inaccurate, unclear or misleading information about provision
- The professionalism or conduct of staff involved in delivery or support
- Enrolment, funding or administrative processes
- Communication with the training provider

Complaints may be raised by:

- Apprentices and learners
- Parents or carers (where appropriate)
- Authorised learner representatives
- Employers.

## 3. Our Commitment When a Complaint is Raised

When a complaint is received, Little Adventures Nurseries Ltd will ensure that:

- Every complaint is treated seriously and impartially
- Complaints are **acknowledged within 48 hours** of receipt
- An appropriate investigation is carried out
- Findings and outcomes are shared clearly with the complainant
- Complaints are handled promptly, politely and professionally
- Where appropriate, issues are resolved **informally and early**

## 4. Exclusions

The following are **not** covered by this procedure:

- Assessment or grading decisions (managed via awarding body appeals)
- Employment or contractual matters unrelated to apprenticeship delivery (managed via HR procedures)
- Whistleblowing concerns (managed under the Whistleblowing / Speak Up Policy)

## **5. Fairness, Equality and Protection from Detriment**

Little Adventures Nurseries Ltd:

- Treats all complaints fairly and without discrimination
- Maintains confidentiality on a need-to-know basis
- Ensures no apprentice, learner or employer suffers disadvantage or recrimination for raising a genuine complaint

Malicious or vexatious complaints may result in appropriate action.

## **6. Awareness and Accessibility**

All apprentices, learners and employers are informed of this complaints procedure:

- During enrolment and induction
- Through apprenticeship handbooks and guidance
- Via the Little Adventures Nurseries Ltd website

The policy is available in accessible formats on request.

## **7. Confidentiality and Data Protection**

All complaints are handled sensitively and in line with data protection requirements.

Individuals named in a complaint will:

- Be informed of the complaint
- Have the opportunity to respond as part of the investigation

Safeguarding concerns identified during a complaint will be managed in line with the Safeguarding Policy.

## 8. Recording and Monitoring Complaints

- All complaints are logged on a central complaints register
- Records include the nature of the complaint, actions taken, outcomes and timescales
- Complaints data is analysed and reviewed by senior leaders
- Themes and learning inform quality improvement and governance oversight

## 9. Complaints Procedure

### Stage 1 – Informal Resolution

Where possible, concerns should be raised informally at the earliest opportunity with:

- A member of the Apprenticeship Delivery Team
- The Training Manager
- A senior member of staff

#### **Training Manager:**

Sam Hall

 [sam@littleadventuresnursery.com](mailto:sam@littleadventuresnursery.com)

The aim is to resolve issues quickly and informally. Most concerns are expected to be resolved at this stage.

### Stage 2 – Formal Complaint

If the issue cannot be resolved informally, a formal complaint should be submitted **in writing** to:

#### **Angelene McCormack**

Director – Little Adventures Nurseries Ltd

 [angelene@littleadventuresnursery.com](mailto:angelene@littleadventuresnursery.com)

The complaint should:

- Be clearly marked as a **Formal Complaint**
- Set out the nature of the complaint in full
- State the outcome the complainant is seeking

An acknowledgement will be sent within **48 hours**.

Signed: *Corinna Laing* Date: 20<sup>th</sup> February 2026 review date January 2027

A formal investigation will be conducted, including consultation with relevant staff where appropriate.

A written response outlining findings and outcomes will be issued, with an **internal target timescale of 4 weeks**.

### **Stage 3 – Escalation and Review**

If the complainant remains dissatisfied, they may escalate the complaint within **10 working days** to:

**Corinna Laing**

Family Adventures Group

 [corinna@familyadventuresgroup.com](mailto:corinna@familyadventuresgroup.com)

An independent review will be arranged, including consideration of how the original complaint was handled.

A final written response will be provided within **4 weeks**.

### **Stage 4 – External Escalation (DfE)**

If the complaint remains unresolved, the complainant may contact the **Department for Education (DfE)**.

Guidance:

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

**DfE Customer Service Team**

Department for Education

Cheylesmore House

Quinton Road

Coventry CV1 2WT

Customer Help Portal:

<https://customerhelpportal.education.gov.uk/>

## 10. Continuous Improvement

Learning from complaints is used to:

- Improve training delivery and learner experience
- Strengthen staff development and systems
- Inform quality assurance and governance processes

## 11. Review Cycle

This policy is reviewed annually, or sooner if:

- Regulatory or funding requirements change
- Inspection feedback identifies improvement actions.

Name – Corinna Laing



Signed –

Date – 20<sup>th</sup> February 2026