



## LEARNER COMPLAINTS POLICY

At PTS we strive to ensure that the service you receive is to a high standard and that we respond effectively to any compliments, complaints or grievances that are brought to our attention. The following guidance highlights how PTS deals with such matters to ensure that the high quality of the service we provide is maintained.

### Dealing with complaints informally

- 1.1 If you have a complaint to do with your training or the people supporting you, wherever possible, start by talking it over with your Learning Support Officer (LSO) or if you are an Apprentice, your tutor/assessor. You may be able to agree a solution informally between you.

### Formal Complaint

- 1.2 If the matter is more serious and you wish to raise it formally you should record your complaint in writing to the Quality Manager. Contact details can be found in your induction booklet. This will be investigated in 7 working days and the Quality Manager will inform you of the outcome of your complaint in writing.

### Appeal

- 1.3 If the matter is still not resolved to your satisfaction, then you can meet with the Contracts Manager who will look at the full facts of your complaint and carry out a further investigation, if required, within 7 working days and will inform you of the outcome of your complaint in writing.
- 1.4 If you are an Apprentice, alternatively you can contact the Apprenticeship Helpline

Telephone: 0800 015 0400 8am to 10pm, 7 days a week

Email [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)

### Mediation

- 1.5 In addition, where appropriate and at any stage of the process, either party can request that the matter is subject to mediation, including the use of external third party mediators in an attempt to reach a mutually agreeable outcome.

### Centre Contact Details

- 1.6 Prospect Training Services  
Unit 15 & 16 Mill Place  
Bristol Rd  
Gloucester  
GL15SQ  
Tel: 01452 300255