



PART OF **nocn** GROUP

A large, dark blue, glossy sphere with a white-to-blue gradient highlight at the top, casting a soft shadow on the white background. The text 'Complaints Procedure Policy' is centered on its surface in white, bold, sans-serif font.

**Complaints
Procedure
Policy**



Complaints Procedure

1. Scope

1.1 This procedure sets out **NOCN's** process for considering complaints about **NOCN's** services. **A complaint against an NOCN service, can only be raised by the apprentice.**

1.2 The apprentice will have read through **NOCN's** commitment to Quality Assurance on the previous pages. If **NOCN** do not meet the apprentice's, Training Providers or the employer's expectations, then you have the right to express your views through the Complaints Procedure.

1.3 **NOCN** recognise that, on rare occasions, apprentices may feel dissatisfied with matters relating to the on-programme delivery of their apprenticeship. In the first instance, apprentices should speak with their Training Provider and employer.

2. Purpose

2.1 To provide an opportunity for an apprentice to make a complaint to **NOCN** about its standard of service.

2.2 Who can complain?

Any apprentice who receives, requests or is directly affected by the services of **NOCN** can make a complaint to **NOCN**.

NOCN requires any apprentice with a complaint to approach **NOCN** directly.

3. Process

3.1 This procedure is intended to deal with a complaint against an **NOCN** service. **NOCN** aims to resolve complaints promptly. However, these matters can be complex and may require scrutiny of extensive documentation. **NOCN** will aim to reach its conclusion within 25 days of receiving the written complaint.

3.2 Apprentices who wish to make a complaint about **NOCN's** services are invited to do so within 25 working days after the event occurred in writing.

3.3 The complaints procedure may be used to:

- Raise a complaint addressing the quality and standard of an **NOCN** service
- Address a failure of **NOCN** to provide an agreed service
- Address unfair treatment or inappropriate behaviour by an **NOCN** staff member and
- Address a failure of **NOCN** to follow an appropriate administrative process.

3.4 The complaints procedure **may not be used to:**

- Raise a complaint about an End Point Assessment decision
- Complain or request information or explanations of a **NOCN** policy or process
- Complain about an issue which is being, or has been, considered by the Appeals procedure and

- Make an attempt, to have a complaint reconsidered where **NOCN** have already given a final decision following an investigation.

4. Timeline of Response

- 4.1
- If the complaint is appropriate to be investigated by **NOCN**, then a member of the Assessment Team will be nominated to investigate the matter
 - When a complaint is received at **NOCN**, the Assessment Team will log the complaint and acknowledge receipt within in 2 working days by email
 - If the complaint is upheld, **NOCN** will consider appropriate measures to correct the issue to prevent a reoccurrence
 - The apprentice will be informed in writing within 25 working days of receipt, of the result of the enquiry and how the matter will/has been resolved, if appropriate.

5. Documentation

5.1 Please complete the online complaint form which can be found by following the link - <https://forms.office.com/r/d7eEUvQzWb>

5.2 Any information or paperwork associated with the complaint and will assist in the investigation of the complaint should be sent to:

End Point Assessment Team **NOCN**
Acero Building
1 Concourse Way
Sheaf Street
Sheffield
S1 2BJ

6. Appeal

6.1 Should the apprentice not be satisfied with the result of the enquiry they may pursue an appeal in writing to an appointed **NOCN** Director (The apprentice will be notified of the appropriate contact details of the **NOCN** Director).

6.2 The apprentice must explain the detail of their complaint, the circumstances and why they are dissatisfied with the response.

6.3 The appointed **NOCN** Director will reply to the appeal within 25 working days of receipt.



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