

Work Based Learning Complaint Procedure

Introduction

The National Horseracing College is committed to dealing with any complaint thoroughly, fairly and in a timely manner.

Scope

The NHC complaints procedure relates to all learners/apprentices, their parent/guardian or employer.

Review

This procedure will be reviewed annually by the Operations Director.

Informal

Where a learner/apprentice, parent/guardian or employer have a complaint about the training received or about a member of staff, they may raise the matter verbally with a Roving Instructor or the Work Based Learning Manager. They will then investigate the complaint. If the complaint is upheld, they will instigate remedial action to ensure that the matter does not re-occur. If the complaint is found to be without substance the person making the complaint will be informed accordingly.

Formal

If the matter is more serious and/or the learner/apprentice, their parent/guardian, or employer wish to raise the matter formally they should put this in writing to the Operations Director. The complaint should stick to the facts and avoid language that is insulting or abusive. The Operations Director will contact the person raising the complaint within 5 days and arrange a meeting, wherever possible face to face (but where this is not possible in a phone conversation) to discuss the complaint. The complainant may wish to be accompanied. Following the meeting and thorough investigation of the complaint the complainant will receive a decision in writing, normally within 48 hours of the meeting. If the complainant is unhappy with the decision, they need to notify the Operations Director that they wish to appeal. They will then be invited to an appeal meeting, normally with the Chief Executive Officer. They may wish to be accompanied to this. The decision of the appeal will be notified within 48 hours.

If still not satisfied with the outcome of the appeal hearing the complainant, their parent/guardian or employer can raise the issue with the Education and Skills Funding Agency. The address for this is:

Customer Service Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

complaints.esfa@education.gov.uk

[https://form.education.gov.uk/service/Contact the Department for Education](https://form.education.gov.uk/service/Contact%20the%20Department%20for%20Education)

More information can be found at: <https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

Complaint Procedure – flow chart

