

1. Purpose and Scope

Supply Chain Academy Limited is committed to providing an excellent experience for all apprentices, employers, and stakeholders. We welcome feedback, suggestions, and complaints as opportunities to improve our services.

This policy outlines how apprentices and employers can raise concerns or complaints about our **apprenticeship training and assessment services**.

- It **does not** cover employment-related grievances (e.g. pay, terms of employment, workplace issues), which should be addressed through the apprentice's employer's HR procedures.
- It applies to all apprentices and employers funded under the **Apprenticeship Funding Rules (August 2025 – July 2026)**.
- The complaints process will be summarised in each apprentice's **training plan**, as required by funding rules.

We will make **reasonable adjustments** to ensure this process is accessible to apprentices with learning difficulties or disabilities, in line with the **Equality Act 2010**.

2. Principles

We aim to ensure that:

- Making a complaint is straightforward and accessible.
 - All complaints are acknowledged within **2 working days**.
 - Complaints are investigated promptly, fairly, consistently, and, where possible, resolved within **8 working days**.
 - Written outcomes are provided to the complainant and, where relevant, to the employer.
 - Employers are involved in any complaint about apprenticeship delivery, unless confidentiality is requested by the complainant.
 - All complaint records, evidence, and communications are retained for audit in line with **DfE funding requirements**.
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3. Complaints Process

Stage 1 – Informal Resolution

Where possible, raise your concern informally with us within **10 working days** of the event.

Contact:

T: 01708 259 450

E: info@supplychainacademy.org.uk

Many issues can be resolved quickly at this stage.

Stage 2 – Formal Complaint

If the matter is not resolved informally, submit a formal complaint:

E: Email the Chief Executive Officer (CEO) at mkw@supplychainacademy.org.uk

T: 01708 259 450

Provide:

- Your name, contact details, and apprentice ID (if applicable).
- A clear description of the issue.
- Actions taken so far and desired resolution.

The COO will appoint an investigator and:

- Acknowledge receipt within **2 working days**.
 - Aim to conclude investigation within **8 working days** (longer if complex, with updates provided).
 - Provide a written outcome and any required actions.
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Stage 3 – Appeal

If you remain dissatisfied:

Write to the **Chief Executive Officer** at:

Chief Executive Officer
Supply Chain Academy Limited
Upminster Court
133 Hall Lane
Upminster, Essex, RM14 1AL

The CEO will conduct an independent review of the investigation and response. You will receive a written outcome.

Stage 4 – External Escalation

If your complaint remains unresolved after our appeal stage, you may escalate to:

Apprenticeship Service Support (Department for Education)

T: 08000 150 600

E: helpdesk@manage-apprenticeships.service.gov.uk

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

Employers and apprentices can also contact the **National Apprenticeship Helpline** for concerns, complaints, and enquiries.

4. Confidentiality

We will keep complaints confidential wherever possible. Where circumstances make confidentiality impossible (e.g. safeguarding, legal requirements), we will explain this to you.

5. Accessibility & Reasonable Adjustments

If you have a learning difficulty, disability, or other need requiring adjustments to access the complaints process, please inform us. We will make reasonable adjustments, which may include alternative formats, support in drafting complaints, or providing interpreters.

6. Record-Keeping and Evidence

- All complaints, investigations, communications, and outcomes will be documented.
 - Records will be retained in accordance with DfE and regulatory audit requirements.
 - Where a complaint relates to apprenticeship delivery, evidence will show that the employer was informed and involved, unless confidentiality was requested.
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7. Monitoring and Continuous Improvement

We regularly review complaints to identify trends, prevent recurrence, and improve services.

8. Contact Details

Chief Executive Officer – Makayla Whyte

E: mkw@supplychainacademy.org.uk

T: 01708 259 450

General Enquiries

E: info@supplychainacademy.org.uk

T: 01708 259 450

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DIRECTOR APPROVAL

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