Document Control

Field	Details
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Aligned documents	Apprenticeship Guide for Learners 2026-2027; Apprenticeship Training Plan; Employer Agreement; Safeguarding Policy; Prevent Policy; Equality, Diversity and Inclusion Policy; Data Protection Policy and Privacy Notice; Whistleblowing Policy; Assessment Appeals Procedure; Malpractice and Maladministration Policy; Records Retention Schedule; University of West London complaints procedure,
Related regulatory and statutory framework	Apprenticeship Funding Rules 2026 to 2027, version 3, as amended; DfE complaints procedure for funded post-16 education and training; Equality Act 2010; UK GDPR; Data Protection Act 2018; relevant higher education and Office of the Independent Adjudicator arrangements, where applicable

1. Purpose

Supply Chain Academy Limited, referred to in this policy as "SCA", is committed to providing high-quality, accessible and inclusive apprenticeship training and support.

SCA welcomes feedback, suggestions, concerns and complaints. These help us identify where services are working well, where improvements are required and how similar concerns may be prevented in the future.

This policy explains:

- who may make a complaint;
- the matters covered by this policy;
- how to raise a concern or formal complaint;
- how SCA will investigate and respond;
- how to appeal against an outcome;
- how to escalate a complaint externally after SCA's procedure has been completed;
- the support and reasonable adjustments available to complainants;
- how complaints will be recorded, monitored and used to improve SCA's provision.

SCA will investigate complaints fully, fairly, objectively and proportionately. No person who is directly involved in the subject of a complaint will be permitted to determine its outcome or appeal.

2. Scope

This policy applies to complaints from:

- apprentices and prospective apprentices;
- parents, carers, advocates or authorised representatives;
- employers and line managers;
- former apprentices, where the matter relates to their apprenticeship;
- members of the public or other stakeholders affected by SCA's apprenticeship services.

An employer or another third party may make a complaint on behalf of an apprentice where the apprentice has provided permission or where another lawful basis applies. SCA may ask for written authorisation before sharing personal information or discussing the complaint with a representative.

This policy applies to complaints concerning:

- apprenticeship recruitment, information, advice or guidance;
- onboarding, enrolment or eligibility processes;
- the quality, management or delivery of apprenticeship training;
- access to training, support or learning resources;
- communication or administration;
- progress reviews and programme management;
- the conduct or service provided by SCA staff or representatives;
- learning support and reasonable adjustments;
- equality, diversity or inclusion concerns connected with SCA's services;
- the handling of personal information, where the issue is not more appropriately managed under SCA's data-protection procedure;

- delays or failure to follow a published policy or procedure;
- the quality of an assessment process, but not a request to change an assessment result or grade;
- other services provided by or on behalf of SCA.

The Apprenticeship Funding Rules 2026 to 2027 apply to apprenticeships starting between 1 August 2026 and 31 July 2027. Where an apprentice started in a different funding year, the rules applying to that apprentice's start date will be followed.

Information about this complaints procedure will be made available through relevant learner and employer documentation, including the apprenticeship guide, Training Plan and employer arrangements.

3. Matters Managed Under Other Procedures
Some concerns require a different or more urgent process. SCA will explain the appropriate route and, where possible, help the person access it.

3.1 Employment matters
Complaints about an apprentice's employment, including pay, working hours, employment terms, workplace disciplinary action or other contractual matters, should normally be raised through the employer's grievance or HR procedure.

SCA may provide appropriate signposting or support where an employment matter is affecting the apprentice's participation, safety or progress.

3.2 Safeguarding concerns
A concern that a child, young person or adult may be at risk of harm, abuse, neglect, exploitation or radicalisation must be reported immediately under SCA's Safeguarding Policy.

A safeguarding concern must not be delayed while the complainant or SCA considers whether it also meets the definition of a complaint.

Where the information contained in a complaint presents a safeguarding concern, SCA will:
- refer it promptly to the Designated Safeguarding Lead;
- take any immediate protective action required;
- consider whether the complaints investigation should continue, pause or be managed alongside the safeguarding process;
- share information with relevant organisations where it is necessary and lawful to protect a person from harm.

DfE's external complaints procedure does not manage safeguarding matters as ordinary complaints and may refer them to the appropriate team or organisation.

3.3 Prevent concerns
Concerns about radicalisation, extremism or a person being drawn into terrorism must be reported immediately through SCA's safeguarding and Prevent reporting arrangements.
SCA will refer the matter to the Designated Safeguarding Lead and follow the Prevent Policy and

applicable safeguarding procedures.

3.4 Assessment decisions and results
A request to review an assessment result, grade, examination outcome or End-Point Assessment decision must be made through the relevant assessment or appeals procedure.

Where an assessment is undertaken by an awarding organisation, university or End-Point Assessment Organisation, the complainant may be required to follow that organisation's published procedure.

A complaint about the quality, administration or conduct of an assessment may fall within this policy, provided it is not simply a request to change an assessment outcome.

3.5 Malpractice or maladministration
Allegations of malpractice, plagiarism, academic misconduct, assessment irregularity or maladministration may be referred to SCA's Malpractice and Maladministration Policy or the relevant awarding or assessment organisation's procedure.

3.6 Whistleblowing, fraud and financial irregularity
Concerns about wrongdoing that may affect others or the public interest, including suspected fraud, misuse of public funding, falsification of records or deliberate regulatory breaches, should be raised under SCA's Whistleblowing Policy.

SCA may also have a duty to notify the relevant funding or regulatory body without waiting for the internal complaints procedure to conclude.

3.7 Data protection
Concerns about the collection, use, accuracy, sharing, security or retention of personal information may be referred to the person responsible for data protection and handled under SCA's data-protection procedure.

This does not prevent a person from raising a service complaint where the handling of personal information forms part of a wider complaint.

3.8 Police, legal or regulatory matters
SCA may suspend or adjust its complaints process where:

- the matter is subject to police investigation;
- legal proceedings have started or are reasonably anticipated;
- a regulator, awarding organisation, funding body or other competent authority is investigating;
- continuing the internal process could prejudice another investigation.

SCA will explain the position to the complainant as far as it is lawful and appropriate to do so.

4. Principles
SCA will:

- make the complaints process clear and accessible;

- treat complainants with dignity and respect;
- investigate complaints fairly, objectively and proportionately;
- appoint people who are appropriately independent of the issues raised;
- identify and manage actual or potential conflicts of interest;
- communicate in clear and accessible language;
- provide reasonable adjustments where required;
- protect personal information and maintain confidentiality as far as possible;
- keep complainants informed where an investigation is delayed;
- provide a written outcome and explain any right of appeal;
- take appropriate corrective or improvement action;
- monitor complaints for recurring issues, risks and areas for improvement;
- not disadvantage a person because they made or supported a complaint in good faith.

Making a complaint will not adversely affect an apprentice's training, support, assessment opportunities or relationship with SCA.
Knowingly providing false or misleading information may be addressed under an appropriate conduct procedure. This will not apply where a complaint is made honestly but is not upheld.

5. Accessibility and Reasonable Adjustments
SCA will take reasonable steps to make the complaints process accessible.

A complainant may request:

- the policy or correspondence in an alternative format;
- help to explain or record their complaint;
- additional time to respond;
- communication by an alternative method;
- an interpreter, advocate or other communication support;
- accessible meetings or remote attendance;
- adjustments to reflect a disability, learning difficulty, health condition or other identified need.

A person does not have to disclose more information than is reasonably necessary for SCA to understand and provide the required adjustment.

Where a complainant has difficulty making a written complaint, SCA may accept the complaint verbally and produce a written record for the complainant to check.

6. Representation and Support
A complainant may be supported or represented by:

- a parent or carer;
- an advocate;
- a trade union representative;
- an employer or line manager;
- a colleague;
- another person chosen by the complainant.

The representative must act respectfully and must not obstruct the investigation.

Where a representative is acting on behalf of a complainant, SCA may require confirmation that the representative has authority to receive information and communicate on the complainant's behalf.

7. Time Limit for Raising a Complaint
Concerns and complaints should be raised as soon as reasonably possible so that relevant evidence remains available and the issues can be addressed promptly.

Where possible, an informal concern should normally be raised within 10 working days of the event or the complainant becoming aware of the issue.

SCA will not automatically refuse a complaint because it was raised outside this period. SCA will consider:

- the reason for the delay;
- the seriousness and nature of the matter;
- whether the issue is ongoing;
- whether the complainant required support or reasonable adjustments;
- whether relevant evidence and witnesses remain available;
- whether a fair investigation is still possible.

The external DfE procedure normally requires a complaint to be made within 12 months of the issue occurring.

8. How to Raise a Complaint
A complaint may be made verbally or in writing.
Complaints can be submitted by email, telephone or post.

General contact
Email: info@supplychainacademy.org.uk
Telephone: 01708 259 450

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

A complaint should include, where possible:

- the complainant's name and contact details;
- the apprentice's name and identification details, where applicable;
- a clear description of the concern;
- relevant dates, events, people and locations;

- details of any action already taken;
- copies of relevant correspondence or evidence;
- the outcome or resolution being sought;
- details of any reasonable adjustment or communication need;
- details of any representative acting on the complainant's behalf.

A complaint will not be rejected solely because every item of information is not available.

9. Stage 1: Informal Resolution

Where appropriate, the complainant should first raise the concern with the SCA staff member responsible for the service or with SCA's general enquiries contact.

The purpose of informal resolution is to:

- understand the concern;
- clarify any misunderstanding;
- provide relevant information or an explanation;
- agree prompt corrective action;
- resolve the matter without requiring a formal investigation.

SCA will aim to respond promptly and, where possible, resolve an informal concern within eight working days.

Informal resolution will not be required where:

- the matter is serious;
- there is a safeguarding or Prevent concern;
- the complaint involves alleged discrimination, harassment, victimisation, fraud or serious misconduct;
- the complainant would be uncomfortable or disadvantaged by approaching the person concerned;
- the complaint concerns the CEO or another senior employee;
- an informal approach would not be appropriate or safe.

A complainant may ask for the matter to move directly to Stage 2.

10. Stage 2: Formal Complaint
If the concern cannot be resolved informally, or informal resolution is not appropriate, the complainant may submit a formal complaint.

A formal complaint should be sent to:
Chief Executive Officer: Makayla Whyte
Email: mkw@supplychainacademy.org.uk
Telephone: 01708 259 450

10.1 Acknowledgement
SCA will normally acknowledge a formal complaint within two working days.
The acknowledgement will:

- confirm receipt;
- identify the complaint reference where applicable;
- explain the next steps;
- identify the investigator or case manager when known;
- confirm any information or evidence required;
- confirm the expected response date;
- ask whether the complainant requires any reasonable adjustments.

10.2 Appointment of an investigator
SCA will appoint a person with appropriate knowledge and sufficient independence to investigate the complaint.
The investigator must not:

- be the subject of the complaint;
- have made the decision being challenged;
- have a personal interest in the outcome;
- have any other involvement that could reasonably call their impartiality into question.

Where an appropriate independent investigator cannot be appointed internally, SCA may appoint an external investigator or adviser.

10.3 Investigation
The investigator may:

- clarify the scope of the complaint;
- review documents, records and correspondence;
- meet or communicate with the complainant;
- obtain information from employees, employers or other relevant parties;
- consider applicable policies, contracts, funding rules and guidance;
- identify whether another process or external referral is required;
- recommend corrective or improvement action.

The complainant and any person responding to the complaint will have a reasonable opportunity to provide relevant information.

All parties are expected to cooperate, provide accurate information and maintain appropriate confidentiality.

10.4 Employer involvement
Where a complaint concerns apprenticeship delivery, SCA may involve the employer where this is necessary to investigate or resolve the matter.
Personal information will only be shared where there is an appropriate lawful basis and will be limited to what is necessary. The complainant will normally be informed before information is shared, unless doing so would create a safeguarding, legal or investigation risk.

10.5 Timescale
SCA will aim to complete the formal investigation and issue a written outcome within eight working days of receiving sufficient information to investigate.

Where the complaint is complex or additional time is required, SCA will:
- explain the reason for the delay;
- confirm the action being taken;
- provide a revised expected completion date;
- provide proportionate updates where appropriate.

The need for additional time will not prevent SCA from taking urgent safeguarding, welfare or risk-management action.

11. Formal Complaint Outcome
The written outcome will normally explain:
- the matters investigated;
- the evidence or information considered;
- the conclusions reached;
- whether the complaint is upheld, partially upheld, not upheld or cannot be determined;
- the reasons for the decision;
- any correction, remedy or improvement action;
- any recommendations;
- how and when an appeal may be submitted.

Possible outcomes or remedies may include:
- an explanation or clarification;
- an apology;
- correction of inaccurate information;
- reconsideration of a decision;
- additional learning or welfare support;
- reasonable adjustments;
- staff guidance, training or supervision;
- changes to a process, document or service;
- referral under another policy;
- monitoring to confirm that agreed actions have been completed.

The outcome may not include confidential personal, employment or disciplinary information concerning another person.

Where appropriate, relevant learning and improvement actions will be recorded separately from personal case information.

12. Stage 3: Appeal
A complainant who remains dissatisfied may request an appeal.

The appeal should normally be submitted within 10 working days of the Stage 2 outcome.

The appeal must explain the grounds on which the complainant believes the Stage 2 outcome should be reviewed.

Valid grounds may include:
- the published procedure was not followed and this may have affected the outcome;
- relevant evidence was not considered;
- new and material evidence has become available, with a reasonable explanation for why it was not provided earlier;
- there was actual or apparent bias or a conflict of interest;
- the conclusion or remedy was unreasonable in light of the available evidence.

An appeal is not normally a complete reinvestigation of the original complaint. Its purpose is to review whether the complaint was handled fairly, properly and in accordance with this policy.

12.1 Independent appeal reviewer
The appeal will be considered by a person who:
- had no previous involvement in the complaint;
- is not the subject of the complaint;
- did not make or approve the Stage 2 decision;
- has no conflict of interest;
- has sufficient authority and competence to review the matter.

Where necessary, SCA will appoint another director, an appropriate independent senior person or an external reviewer.

If the complaint concerns the CEO, the appeal must not be determined by the CEO. It will be referred to an uninvolved director, appropriate governance representative or independent external reviewer.

12.2 Appeal timescale
SCA will normally:
- acknowledge the appeal within two working days;
- complete the appeal review within 10 working days;
- notify the complainant where additional time is required;
- provide a revised expected completion date.

12.3 Appeal outcome
The appeal reviewer may:
- confirm the original decision;

- vary the original decision or remedy;
- overturn the original decision;
- require further investigation;
- refer the matter for consideration under another policy;
- recommend further corrective or improvement action.

The complainant will receive a written appeal outcome. This will confirm that SCA's internal complaints procedure has been completed and explain any applicable external escalation route.

The appeal outcome is SCA's final internal decision.

13. Complaints About the CEO or Senior Leaders
A complaint about the CEO must not be submitted to or investigated by the CEO.
Such a complaint should be sent to the Head of Operations and Compliance and marked:

Private and confidential: complaint concerning the CEO
Where the Head of Operations and Compliance is involved in the complaint, it will be referred to an uninvolved director, an appropriate governance representative or an independent external reviewer.

A complaint involving more than one senior leader will be assigned to a person who has had no prior involvement and who can act independently.

The person who is the subject of a complaint must not control:
- the appointment of the investigator;
- the evidence considered;
- the outcome;
- the appeal.

14. Anonymous Complaints
SCA will consider anonymous complaints where sufficient information is available to identify the concern and make proportionate enquiries.

Anonymous reporting may limit SCA's ability to:
- clarify the complaint;
- verify information;
- obtain further evidence;
- provide an individual outcome;
- offer support or protection to the complainant.

An anonymous complaint presenting a safeguarding, regulatory, criminal or serious public-interest concern will be referred through the appropriate procedure.

15. Complaints From Groups
Where several people raise the same or closely related complaint, SCA may manage the issues as a group complaint.

SCA may ask the group to nominate a representative for communication purposes. Each person's permission will be obtained before confidential information is shared with the representative.

Where individual circumstances differ materially, SCA may investigate some elements separately.

16. Withdrawing a Complaint

A complainant may withdraw their complaint at any stage by informing SCA.

SCA may continue to investigate where:

- there is a safeguarding or Prevent concern;
- another person may be at risk;
- serious misconduct or wrongdoing may have occurred;
- public funding, regulatory compliance or the public interest may be affected;
- there is a legal, contractual or regulatory duty to act;
- the matter may affect other apprentices or stakeholders.

Where appropriate, SCA will explain whether and why the investigation will continue.

17. Confidentiality and Information Sharing

Complaints will be handled confidentially as far as reasonably possible.

Information will only be shared with people who need it to:

- assess or investigate the complaint;
- provide a response;
- implement corrective action;
- protect a person from harm;
- meet a legal, regulatory, contractual or funding obligation;
- ensure a fair process.

SCA cannot guarantee absolute confidentiality. Information may need to be disclosed where:

- there is a safeguarding or welfare concern;
- disclosure is required by law;
- a regulator, funding body, court or law-enforcement organisation requires it;
- disclosure is necessary for a fair investigation;
- there is a serious risk to a person or the public;
- the complainant has authorised the disclosure.

Where lawful and practicable, SCA will inform the complainant before disclosing their identity or personal information beyond those managing the complaint.
Complainants, representatives, witnesses and employees are expected to respect the privacy of others and not disclose complaint information unnecessarily.

18. Data Protection and Records

Personal information collected through the complaints process will be handled in accordance

with:

- UK GDPR;
- the Data Protection Act 2018;
- SCA's Data Protection Policy;
- SCA's Privacy Notice;
- SCA's Records Retention Schedule.

SCA will maintain a secure record of:

- the complaint;
- supporting evidence;
- communications;
- investigation activity;
- meetings or interviews;
- conclusions and outcomes;
- corrective and improvement actions;
- the appeal and final outcome, where applicable.

Access will be restricted to authorised personnel.

Complaint records will be retained in accordance with SCA's approved retention arrangements and any applicable legal, contractual, safeguarding, funding or regulatory requirements.

Records may be retained for longer where necessary because of:

- safeguarding requirements;
- legal proceedings;
- regulatory or funding investigations;
- a continuing complaint;
- another lawful reason recorded by SCA.

19. Unreasonable or Unacceptable Behaviour

SCA recognises that people may communicate strongly when they are concerned or dissatisfied. A complaint will not be treated as unreasonable simply because the complainant is persistent, upset or disagrees with the outcome.

However, SCA may take proportionate action where behaviour includes:

- threats, aggression or intimidation;
- abusive or discriminatory language;
- harassment of staff or other people;
- excessive contact that unreasonably prevents staff from carrying out their work;
- repeated demands to reconsider a matter after the procedure has been completed, without new information;
- knowingly false or malicious allegations;
- refusal to engage with reasonable arrangements for handling the complaint.

SCA may:

- set reasonable communication boundaries;
- nominate a single point of contact;

- require communication to be made in writing;
- limit the frequency of contact;
- end a meeting where behaviour is unsafe or abusive;
- apply another relevant policy where appropriate.

Any restriction will be proportionate, recorded, explained in writing and reviewed where necessary. A restriction will not prevent SCA from considering new evidence, safeguarding concerns or serious regulatory matters.

20. External Escalation
A complainant must normally complete all stages of SCA's complaints procedure, including the appeal stage, before asking an external body to consider the complaint.

20.1 Funded apprenticeship provision
Where the apprenticeship provision falls within the DfE external complaints procedure and the complainant remains dissatisfied after receiving SCA's final appeal outcome, the complaint may be submitted through the DfE Customer Help Portal.

The complainant should retain and provide:
- details of the complaint;
- relevant supporting documents;
- evidence that SCA's internal complaints procedure and appeal have been completed;
- SCA's final written outcome;
- permission for DfE to disclose the complaint to SCA;
- permission from the apprentice where another person is acting on their behalf.

The DfE procedure normally requires the provider's internal procedure, including any appeal, to have been exhausted. DfE reviews whether the provider investigated the matter fully, fairly and in accordance with its published procedure rather than automatically reinvestigating the original complaint. [gov.uk]

Complaints to DfE should normally be made within 12 months of the issue occurring. [gov.uk]

External complaint route:
DfE Customer Help Portal
Postal route:
Customer Service Team
Department for Education
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

DfE accepts complaints in writing unless a reasonable adjustment is required. [gov.uk]

20.2 Higher education and degree apprenticeship provision
Where a complaint concerns higher education or degree apprenticeship provision delivered, validated or awarded through the University of West London or another higher education institution, the complainant may be required to use the relevant institution's complaints procedure.

SCA will explain:
- whether SCA or the higher education institution is responsible for the matter;
- which procedure applies;
- how to access the relevant procedure;
- whether the complainant must complete SCA's procedure first;
- the appropriate external review route after the institution's procedure has been completed.

Eligible complainants may be able to ask the Office of the Independent Adjudicator for Higher Education to review a complaint after the relevant higher education procedure has been completed and a Completion of Procedures Letter has been issued.

DfE's funded post-16 complaints procedure excludes complaints concerning higher education courses and degree apprenticeships delivered through higher education institutions from its ordinary provider-complaints route.

20.3 Other external routes
Depending on the subject of the complaint, a different external route may apply, including:
- an awarding organisation;
- an End-Point Assessment Organisation;
- Ofqual;
- the Information Commissioner's Office;
- the Office of the Independent Adjudicator for Higher Education;
- the relevant safeguarding authority;
- the police;
- another appropriate regulator or public body.

SCA's final response will identify the external route that applies to the complaint where this can be determined.

21. Monitoring and Continuous Improvement
The Head of Operations and Compliance will maintain oversight of complaint records and improvement actions.

Complaints will be reviewed to identify:
- recurring concerns;
- equality, accessibility or inclusion issues;
- safeguarding or welfare themes;
- service delays or communication failures;
- policy or procedural weaknesses;
- staff-development requirements;

- risks affecting apprentices, employers or funding compliance;
- actions required to prevent recurrence.

Appropriate anonymised information may be reported to the Senior Leadership Team.

Monitoring reports may include:

- the number and type of complaints;
- the stage at which complaints were resolved;
- whether complaints were upheld, partially upheld or not upheld;
- response times;
- recurring themes;
- actions completed;
- evidence of resulting service improvement.

Personal information will not be included in management reporting unless it is necessary and lawful.

22. Responsibilities

22.1 Senior Leadership Team

The Senior Leadership Team is responsible for:

- approving this policy;
- supporting a fair and open complaints culture;
- ensuring sufficient resources are available for investigations;
- reviewing significant risks and recurring themes;
- monitoring implementation of improvement actions.

22.2 Chief Executive Officer

The Chief Executive Officer is responsible for:

- ensuring complaints are appropriately assigned;
- maintaining independence and managing conflicts of interest;
- ensuring serious matters are escalated appropriately;
- providing executive oversight of actions and improvements;
- ensuring complaints about the CEO are referred for independent handling.

22.3 Head of Operations and Compliance

The Head of Operations and Compliance is responsible for:

- maintaining and reviewing this policy;
- overseeing the complaints register;
- monitoring compliance with published timescales;
- advising on funding and regulatory requirements;
- coordinating reporting and continuous improvement;
- ensuring records are retained securely;
- arranging independent handling where a conflict arises.

22.4 Investigators and appeal reviewers

Investigators and appeal reviewers are responsible for:

- acting fairly, objectively and independently;

- declaring any actual or potential conflict of interest;
- considering relevant evidence;
- maintaining accurate records;
- respecting confidentiality;
- providing reasoned findings and recommendations;
- completing the process within the stated timescale or explaining delays.

22.5 Employees and representatives
All SCA employees and representatives must:

- respond respectfully to concerns;
- know how to direct a person to this policy;
- preserve relevant records;
- cooperate with investigations;
- maintain confidentiality;
- report safeguarding or serious regulatory concerns immediately;
- implement agreed corrective actions.

23. Contact Details

Formal complaints
Chief Executive Officer: Makayla Whyte
Email: mkw@supplychainacademy.org.uk
Telephone: 01708 259 450

General enquiries
Email: info@supplychainacademy.org.uk
Telephone: 01708 259 450

Postal address
Supply Chain Academy Limited
Upminster Court
133 Hall Lane
Upminster
Essex
RM14 1AL

Safeguarding concerns
Email: studentwelfare@supplychainacademy.org.uk

If a person is in immediate danger or a serious crime is taking place, telephone 999.

24. Policy Review

This policy will be reviewed:

- at least annually;
- when relevant legislation, funding rules or external guidance changes;
- following a serious complaint or identified procedural weakness;
- when organisational responsibilities or external escalation arrangements change.

Minor administrative updates, such as changes to contact details or job titles, may be made between formal reviews, subject to appropriate document-control arrangements.

SMT APPROVAL

Date	Updates/Amendments/Approval	Signature
17/02/2022	Update to policy format & version control Update to ESFA contact details	**Neil Roll**
13/09/2022	Annual Review – no updates	**Neil Roll**
31/07/2024	Staffing change at Director level, Brand log update	**Neil Roll**
26/09/2024	Change of Business name from CP Training Services Limited to Supply Chain Academy Limited WEF 12 September 2024	**Neil Roll**
02/12/2024	Staffing Changes - SMT	**Neil Roll**
12/08/2025	Review in line with Apprenticeship Funding Rules 2025-2026, update from ESFA to DfE.	**Neil Roll**
01/12/2026	COO replaced with CEO	**Makayla Whyte**
02/09/2026	Full 2026-2027 compliance review. Updated scope, funding-year reference, independent investigation and appeal, safeguarding and Prevent escalation, accessibility, confidentiality, data protection, external DfE escalation and higher education arrangements	*Makayla Whyte*