

Happy Ltd acknowledges that apprentices and/or their employers have the right to raise concerns or complaints about our services and have access to clear information on how to voice complaints or concerns.

There may be an occasion when you feel that you have cause to complain. We have a simple process that you can follow, and we will deal with this promptly.

- The first thing to do is to seek advice and guidance about the problem. You can do this by approaching your trainer, assessor, a member of staff, or the management team (see contact information under the complaints procedure section below). It is important that you give us as much information as possible about the problem to enable us to fully investigate your complaint.
- You will receive advice as to an appropriate course of action, a possible solution to the issue and whether or not the issue constitutes the basis for a formal complaint.

Your complaint will not affect the way that you are treated while your complaint is investigated.

On the other hand, if you would like to pay us a compliment or make a comment, you are welcome to do this via end of day evaluations or by talking to your trainer, assessor, a member of staff, or the management team.

## Policy Statement

Happy always seeks to create customer delight and our ability to do so is dependent on our being held accountable for our mistakes. We ask learners to provide feedback on their training at the end of every session and we ask line managers to provide feedback on the programme every 10-12 weeks. The purpose of this feedback is to help up improve our provision and create a safe space for learners and their line managers to express any discontent before reaching a formal complaint. Learners and their line managers will be given contact details for their tutor and the apprenticeships team. We encourage learners and employers to get in touch with us in the first instance so we can make the necessary changes to improve our provision for all learners.

The purpose of this policy is to detail:

- What a complaint is
- What to do if you have a complaint
- The timescale in which we hope to resolve your complaint

All of our apprentices and their employers will be given information about our complaints policy and how they can access it through our website and shared drives.

## What is a Complaint?

A complaint is an expression of dissatisfaction made by an individual relating to the service provided by Happy. An individual may wish to complain if they feel Happy has:

- Treated them unfairly
- Acted unprofessionally
- Not delivered an acceptable standard of service

## Complaints Procedure

### First Stage

Our priority is to ensure apprentices and their employers feel safe sharing their concerns which is why in the first instance we ask them to contact someone they trust and feel comfortable speaking to from the list of options below.

#### Course Tutor

All employers and apprentices will have been given their course tutor's email address.

#### Apprenticeship Co-ordinator

Nicole Martins

Happy Switchboard Number: 020 7375 7300

Direct Line: 020 3314 1397

Email: [nicole@happy.co.uk](mailto:nicole@happy.co.uk)

#### Apprenticeships Team

Happy Switchboard Number: 020 7375 7300

Email: [apprenticeships@happy.co.uk](mailto:apprenticeships@happy.co.uk)

Receipt of the complaint will be acknowledged either by phone call or in writing within 2 working days of receipt and a satisfactory resolution will try to be reached within 10 working days of the complaint being received. Should this not be possible (due to staff absences for example), the complainant will be sent an update on the status of their complaint including an explanation as to why their complaint could not be resolved within 10 working days.

### Second Stage

If the apprentice and/or their employer is not satisfied with the outcome of the first stage of the process, they can go on to make a formal complaint directly to the Senior Management Team.

#### Sheena Morris

Apprenticeship Director

Happy Switchboard Number: 020 7375 7300

Mobile number: 07904 561651

Email: [sheena@happy.co.uk](mailto:sheena@happy.co.uk)

**Henry Stewart**  
Chief Executive  
Happy Switchboard Number: 020 7375 7300  
Email: [henry@happy.co.uk](mailto:henry@happy.co.uk)

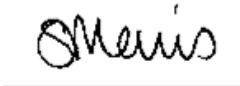
Receipt of the complaint will be acknowledged either by phone call or in writing within 2 working days of receipt and a satisfactory resolution will try to be reached within 15 working days of the complaint being received. Should this not be possible (due to staff absences for example), the complainant will be sent an update on the status of their complaint including an explanation as to why their complaint could not be resolved within 15 working days.

### **Third Stage**

If the apprentice and/or their employer is not satisfied with the outcomes of the third stage, they may wish to involve a third party, however there are requirements complainants needs to be informed of before they approach a third party:

- the complainant should attempt to resolve their complaint with Happy first, following the stages outlined in this document
- the external agency will need to confirm Happy's complaint procedure has been fully exhausted before responding to the complainant (unless the complaint is related to potential irregularity of fraudulent practice)

Assuming the conditions above are met, the complaint will be investigated in accordance with the Agency's procedure for investigating Complaints about Providers, a copy of which can be found at: <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

<b>Reviewed by:</b>	<i>Nicole Martins, Apprenticeship Co-ordinator</i> <i>Sheena Morris, Apprenticeship Director</i>
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