

Storyy Training Complaints Reporting and Handling Procedure

A complaint can be raised by anyone. For this policy's purpose, a complaint is defined as **a verbal or written declaration of dissatisfaction regarding a service, process, product or indeed an individual**, where there is a clear expectation that remedial action is required.

Learner Process:

Learners (includes apprentices, trainees) wishing to complain must do so within 14 working days of the course/programme end date or any assessment with which they are dissatisfied.

It is ultimately the responsibility of the Managing Director, Shaun Grant, to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the Development Tutor to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

Should learners wish to complain about any services provided by Storyy Training they are advised to follow the procedure stated below.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by Storyy Training, they may take their complaint to *Storyy Training*. Where a learner remains dissatisfied after the complaint outcomes have been confirmed by Storyy Training, they have a right to take the matter to the appropriate regulator¹. Education Skills Funding Agency (apprenticeships)

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

Stage 1

An informal complaint can be made to the learner's tutor/assessor. The tutor/assessor should discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow the tutor/assessor sufficient time to investigate or remedy the grievance.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of learners, or if learners feel that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing using the Storyy Training Learner Complaints Form to Shaun Grant.

Learners should use the Complaints Form to provide a detailed account of their grievance. The Complaints Officer will write to learners to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken.

The Complaints Officer will carry out an investigation, which will involve the relevant Qualification Coordinator (where required) and other members of personnel, and will write to the learner within 20 working days with the findings and a decision as to whether the complaint was justified.

This policy will be reviewed annually. Next review date March 2025

All Stage 2 complaints should be sent to:

The complaints officer.
Shaun Grant
Shaun.grant@storyy.group

Storyy Training
Suite 4 Oakmead Place
Terrace Road
Binfield
Bracknell
RG42 4JF

Learner Complaints Form

Learners are required to complete this form when making a complaint and forward it to the Complaints Officer.

Address	
Email address	
Contact number	
Date complaint submitted	
Date on course/assessment	
Event Authorisation Number (EAN) (If applicable)	
Describe the nature of your complaint as fully as possible:	
Learners Signature & Date	

Stage 3

If learners have followed Stage 1, 2 and 3 of this complaints procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator:

Ofqual	http://ofqual.gov.uk/
CCEA	http://www.rewardinglearning.org.uk/
Education and Skills Funding Agency	https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure

Employer Complaints Process

In the unlikely event that an employer (i.e. apprentice or trainee employer) wants to make a complaint then the following process should be followed.

Stage 1

An informal complaint can be made to the Account Manager (AM) . The AM should discuss the complaint with the employer complainant and attempt to agree a way forward or a solution that suits both parties. Employers should allow the BDM sufficient time to investigate or remedy the grievance. (Minimum of 1 week)

Stage 2

If the complaint cannot be resolved informally to the satisfaction of the employer, or if employers feel that they cannot make an informal complaint to the AM, the complaint should be submitted in writing using the Storyy Training Employer Complaints Form to Shaun Grant.

Employers should use the Complaints Form to provide a detailed account of their grievance. The Complaints Officer will write to learners to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken.

The Complaints Officer will carry out an investigation, which will involve the relevant Qualification Coordinator (where required) and other members of personnel, and will write to the employer within 20 working days with the findings and a decision as to whether the complaint was justified.

