

Complaints Procedure – Learners and Employers

A complaint can be made about behaviour or actions carried out by a member of Basingstoke ITEC Limited or another learner on programme, which causes significant disadvantage. Sometimes a complaint is called a grievance; the two terms mean essentially the same thing. The aim of the complaint should be to stop the offending behaviour, to secure appropriate and fair redress and to learn how things might be done better in the future. Complaints are not necessarily undesirable as they can suggest ways to improve.

Informal Complaints

The most satisfactory way to resolve a complaint is often by direct discussion between the person who feels aggrieved and the person who seems to have given offence. To be effective in achieving a resolution, discussions should be:

- Calm, no raised voices or inflammatory language
- Specific, with the grounds for complaint clearly stated and referring to the appropriate Basingstoke ITEC Limited policy wherever possible
- Non-confrontational; it may be that the offence (whilst real) was unintentional and a simple apology would suffice to lay matters to rest
- Constructive, seeking ways to avoid future difficulties

An informal approach is most likely to work where people concerned are of broadly equal status (for example, they are both learners). The presence of a third person who is neutral in the dispute may help in its resolution. Where a complaint concerns a serious matter – anti-social behaviour, harassment and/or discrimination, bullying, radicalisation or victimisation by a member of staff against a learner, for example – it should always be dealt with formally.

Formal Complaints

Even though the procedure is formal and may result in serious action against an offender if upheld, formal complaints will be dealt with in a sympathetic manner, respecting the dignity of all concerned. The procedure for addressing a formal complaint is as follows:

- The formal complaint must be made in writing by the complainant
- The complaint should describe in as much detail as possible, referring to specific Basingstoke ITEC Limited policies. If a complaint is made by a learner, a member of staff may aid in the completion of the letter on their behalf, but the complaint must read the letter thoroughly and sign it as an accurate record of their concerns. The role of the member of staff is strictly limited to setting down the complaint clearly and does not extend to offering advice or judgement
- The complaint should be submitted to the Chief Executive Officer who will determine whether the complaint should be logged and dealt with through the Safeguarding

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procedure. The appropriate person nominated by Basingstoke ITEC Limited to deal with the complaint may be:

- The Quality Lead where the complaint involves two or more learners
- The Chief Executive Officer where a member of staff is involved
- A designated member of the Basingstoke ITEC Limited Board of Trustees where the Chief Executive Officer is involved.
- A complaint should be submitted to the Chief Executive Officer normally within 10 working days of the alleged offence, where the subject of the complaint was a single event or an event which culminated a series of contributory matters.
- The complaint will normally be heard within 10 working days of receipt
- Complainants have the right to present their concerns in person, accompanied by a representative if they wish
- The person about whom the complaint is made has the right to respond, accompanied by a representative if they wish
- The representative from Basingstoke ITEC Limited who hears the complaint may call other witnesses to help clarify matters; the complainant has a right to see these witness statements
- The Basingstoke ITEC Limited representative will produce a written judgement on the complaint within 10 working days of the final hearing, which will be sent to the complainant and to the person about whom the complaint was made
- The Basingstoke ITEC Limited representative will recommend any further action thought necessary related to the complaint including, where appropriate, reference to an apprentice's employer
- If the complaint cannot be resolved to the satisfaction of the complainant at the first hearing, an appeal may be made to the Chief Executive Officer whose decision is final.
- Where the Chief Executive Officer is involved, an appeal may be made to the Basingstoke ITEC Limited Board.
- The decision of the Basingstoke ITEC Limited Board is final

If an apprentice and/or the Employer is unsatisfied with the Training Providers process for resolving queries or complaints regarding the apprenticeship, including quality, they have the right to escalate the matter directly to the Department for Education Apprenticeship Service Support, email to complaints.Dfe@education.gov.uk

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DFE complaints guidance [Complaints about post 16 education and training provision funded by DFE - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/complaints-about-post-16-education-and-training-provision-funded-by-dfe)

Name: Chief Executive Officer

Mark Hammond



Signed: Chief Executive Officer

Name: Chair of Trustees

Tina Easton



Signed: Chair of Trustees