

### Introduction

CareSkills is committed to providing high quality education and services to all its learners. We value your views and will be responsive to concerns when they are raised. The purpose of this Procedure is to create a supportive environment for learners to raise and manage complaints in a way which is sensitive to the needs of each specific case and to the benefit of the learner.

Learners are encouraged to raise any concerns with us immediately so that we can discuss them with you at an early stage and prevent matters from becoming more complex. We aim to deal with complaints in a timely and consistent way to ensure that you are not disadvantaged and your learning programme is not unnecessarily disrupted.

### Purpose

CareSkills is responsible for resolving issues and disputes with learners. All concerns and complaints will be monitored to ensure that they are dealt with promptly and efficiently and any action may be used to help us improve our apprenticeship provision.

CareSkills will be unable to investigate any complaints or concerns which are made anonymously.

This policy addresses the requirements upon CareSkills by the Education and Skills Funding Agency (ESFA) and sets out a framework for addressing and resolving complaints relating to Apprenticeships.

---

### General Complaints Procedure

Prior to submitting a formal complaint (Stage 1), it is recommended that the learner raise any concerns with CareSkills informally. This provides the opportunity for CareSkills and the learner to discuss the concerns in good faith in an attempt to bring about an early resolution. The learner should, in the first instance, make contact with the CareSkills trainer who will arrange to discuss the issues of concern directly with the learner on an informal basis.

#### Stage 1

Should the learner be dissatisfied following informal discussions with the CareSkills trainer, or feel that their concerns have not been adequately resolved, the learner may refer their concerns, in writing, to the Operations Manager at:

email: [philshenton@careskills.co.uk](mailto:philshenton@careskills.co.uk)

Phone: 07912 088475

The written complaint should include:

- Details of the nature of the concerns/dispute or complaint;
- Copies of supporting documentation (if any);
- Details of any discussions undertaken with the trainer and the reasons why the complaint has not been adequately resolved; and
- Any further information (such as any circumstances that CareSkills need to be aware of).

The Operations Manager and the learner shall discuss the dispute/concerns within 5 (five) working days of receipt of the written complaint in an attempt to resolve the issues raised or agree further steps required to enable the parties to come to an agreed solution.

## CareSkills Complaints Policy, Procedure and Process - Learners

Confirmation of the outcome of the complaint (including any action points), shall be provided to the learner in writing.

### Stage 2 (Apprentices Only)

Where the parties are unable to agree a satisfactory resolution, or the learner is not satisfied with the resolution offered by CareSkills at Stage I above, the learner may escalate the complaint with the ESFA by contacting the ESFA Apprenticeship helpline:

email: [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)

Phone: 0800 015 0400 (8am to 10pm, 7 days a week)

### Stage 2 (Non Apprentices)

Where the parties are unable to agree a satisfactory resolution, or the learner is not satisfied with the resolution offered by CareSkills at Stage I above, the learner may escalate the complaint with their employer. CareSkills will then work with the employer to identify a satisfactory resolution to the learner complaint.

---

### Access to Assessment Centre Policy

Awards offered by CareSkills on behalf of the awarding body City & Guilds are available to all those who are capable of achieving the required National Occupational Standard (NOS), by whatever assessment methods are appropriate and approved.

The process of assessment will be free from any discriminatory practices in regard to gender, ethnicity, culture and language. CareSkills will take into account the special needs of learners, including those with physical or sensory difficulties, learning disabilities or those who may require additional support to participate in the assessment process e.g. learners who work in Domiciliary care settings. Learners will have access to assessment, even when hours of work and the place of work create difficulties e.g. people who work night shifts.

Communication of the access to assessment policy

- Takes place at time of Induction to the learning programme.
- Takes place when staff are training to become assessors (A1/A2).
- The policy is reiterated to assessors at Careskills meetings.
- The policy is explained to learners when they commence their learning programme, and a copy of this document is issued to them.

Responsibility for implementation and monitoring of the policy rest with the centre co-ordinator. We make all employers aware of their need to provide assessment opportunities appropriate to the individual needs of each learner. Employers also confirm their intention to work within an equal opportunities framework, and to adhere to the requirements of the CareSkills policy on Access to Assessment.

### Assessment Complaints Procedure

Grounds for complaint include the following:

- Failure to provide suitable assessment opportunities
- Failure to provide you with City & Guilds guidelines and procedures of the Care assessment process.
- The assessment process, including length of time taken to achieve qualifications.

Should you have any issues or complaints to make about the assessment process, you should contact the centre co-ordinator as soon as possible.

Brian Shenton  
Centre Co-ordinator  
Careskills  
1 Throstle Nest Drive  
Harrogate  
HG2 9PB

01423 879477

### Assessment Appeals Process

If you are dissatisfied with assessor judgements made about your performance, you have the right to appeal. All appeals will be dealt with as swiftly as possible and the times given below are the maximum allowable.

The appeals and complaints procedure comprises three stages:

#### Stage 1

You should appeal/ raise a complaint with your assessor who has five days in which to respond to your complaint. Your assessor will inform the centre co-ordinator of the appeal/ complaint. Your assessor will fully document all relevant details and both you and your assessor must sign and date all the paperwork. Outcomes must be recorded.

If you feel unable to appeal or make a complaint directly to your assessor you should contact the Careskills centre director directly. Careskills has five days in which to respond as above.

#### Stage 2

If you are not satisfied with the outcome of stage 1, the centre Internal Verifier (IV) will review all the relevant documentation and discuss the issues with both you and your assessor. The IV will guide both parties towards resolution and plans for continuing the assessment process. The IV must respond within five days.

An audit trail of all communication will be made and signed by the relevant people. In the event of an appeal meeting taking place, you can be supported by a friend or work place colleague.

#### Stage 3

Where appropriate, the centre co-ordinator may refer the matter to City & Guilds for their opinion, advice or guidance. Where such involvement is requested, the outcomes of the consultation will be

## CareSkills Complaints Policy, Procedure and Process - Learners

made available to you. After consideration of the appeal, the City & Guilds will make a decision which will be final and binding. You will be given a written copy of their report.

Please note that City & Guilds will be notified of all appeals and/ or complaints even those which have been successfully resolved within the centre.