

Complaints are a form of feedback and enable us to improve our service. A complaint which has been dealt with appropriately will result in a more positive impression of the organisation and re-engage the customer. It is important to record complaints received in order for improvement. Therefore, complaints can be seen in a positive light as a means of satisfying our customers and helping us improve our practices.

School/Director of Service will appoint an Investigating Officer who will complete an investigation and report back to the Head of School/Director of Service. An investigating Officer will be a member of University staff at grade 7 or above who is not a member of the Executive Board.

The Investigating Officer may need to arrange a meeting with the complainant (normally remotely) or

7. Whistleblowing (Public Interest Disclosure)

The University has a Public Interest Disclosure Policy which enables staff to raise concerns internally in a confidential fashion about fraud, malpractice, health and safety, criminal offences, miscarriages of justice, failure to comply with legal obligations or unethical conduct. The full Public Interest Disclosure Policy can be found via the intranet or by contacting the Human Resources Team.

8. Confidentiality

If information within a complaint is to be kept confidential, the complainant should make this clear when making the complaint. However, it should be noted that in exceptional circumstances it may not be possible for confidentiality to be assured, e.g. where a criminal offence or potential gross misconduct has been disclosed or if there are any safeguarding concerns. Additionally, the demand for confidentiality may make it difficult for the University to assist the complainant or to resolve the issue in question.

9. Safeguarding Children and Adults at Risk

Any incidents which cause concern in respect of a child or adult at risk are required to be reported immediately to your relevant Designated Safeguarding Champion (DSC), to note there are two Designated Safeguarding Champions for Apprenticeships, your champion will complete the Reporting a Concern Form at Appendix 5 of the University of Bolton Safeguarding Policy and Procedure (available

APPRENTICE AND EMPLOYER COMPLAINTS POLICY AND PROCEDURE	
Policy ref: APP-02	
Version number	02
Version date	151121
Name of Developer/Reviewer	David Haslam
Policy Owner (Group/Centre/Unit)	Apprenticeship Team
Person responsible for implementation (postholder)	All Staff, Investigating Officers, Heads of Schools, Division and Professional Services, Deans of Faculty
Approving committee/board	Senate
Date approved	December 2021
Effective from	December 2021
Dissemination method e.g. website	Website
Review frequency	Annually Next review date: June 2022 for implementation academic year 2022-



SEO Reference Number:

APPRENTICE/EMPLOYER (STAGE 2) FORMAL COMPLAINT FORM

This form is to be completed for all Apprentice and/or Employer complaints, complaints will be dealt with following the Apprentice and Employer Complaints Procedure and should be sent to:

Standards and Enhancement Office, Deane Road, Bolton BL3 5AB

Email: SEO@bolton.ac.uk

Independent help and advice about completing this form can be obtained from the ApprenticeshipTeam. Please telephone 01204 903940 or e-mail Connected@bolton.ac.uk

The Apprentice and Employer Complaints Procedure is available on the University website at the following link:

<https://www.bolton.ac.uk/student-policy-zone/>

DETAILS OF COMPLAINT – TO BE COMPLETED BY APPRENTICE OR EMPLOYER AS RELEVANT

Your Name:	Student Name if applicable:
Programme:	Level:
Address for correspondence in connection with the complaint Postcode..... Telephone Number E-mail.....	
Outline of complaint	

Please indicate below, without prejudice, what outcome or further action you are expecting. The University can only consider outcomes which are reasonable and which are allowed by the University's Regulations, Policies and Procedures.

Element of complaint	What outcome are you hoping for?

As part of the investigation of your complaint, any member of staff mentioned will be made aware of the complaint, as will the Head of School or Professional Services Unit involved.

Due to data protection legislation action may result from the complaint which the University will not be able to make you aware of because the University cannot breach an individual's right to data protection and anonymity (such as where disciplinary action against a fellow student or member of staff results from a complaint).

<p>Declaration</p> <p>I declare that the information given in this form is true, and that I would be willing to answer further questions if necessary.</p>	
Signed:	Date:

Following section of form to be completed by relevant University staff

To be completed by SEO

Date form received by SEO:	Date form acknowledged:
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Date form sent to Head of

Date investigation was completed:

Head of School / Professional Service decision on complaint:

Upheld		Partially Upheld		Not Upheld	
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Please include further



