

## **On Site Bristol Apprentice Complaints Policy**

This Policy is designed to ensure that anyone either applying to or in learning with On Site Bristol can have their complaints resolved quickly and satisfactorily.

The standards that applicants or learners can expect from On Site Bristol are set out in our Learners' Charter, but we do not restrict complaints to the statements made in that charter.

It is hoped that relatively minor complaints can be quickly and satisfactorily resolved by being raised informally with a member of On-Site Bristol staff.

However, if the matter is more serious, or is not able to be resolved by informal means, then we will follow a formal, three stage process for resolving complaints.

**Stage One** – the applicant/learner, or his/her representative, should put their complaint in writing, addressed to the On Site Project Manager.

**Stage Two** – the On Site Project Manager will acknowledge receipt of the complaint within three working days, requesting clarification or further information as required.

**Stage Three** – the On Site Project Manager will ensure that the complaint is fully investigated and a considered response sent to the applicant/learner, normally within ten working days of the complaint being received; if, for some reason, the matter cannot be resolved within ten working days, the applicant/learner will be informed of the delay, the reason for that delay and a date by when it is intended that an appropriate response can be provided.

## **Appeals Procedure**

If the applicant/learner is dissatisfied with the On Site Project Manager's response to the complaint, a formal appeal to have the complaint reviewed may be made within four working weeks to:

The Chair of the On-Site Bristol Partnership Board  
C/o On-Site Bristol  
Avonquay  
Cumberland Basin  
Bristol  
BS1 6XL

- 1) On receipt of a letter of appeal the Chair will review the handling of the complaint and the offered response, and decide to accept or amend the decisions of the On Site Project Manager.
- 2) In arriving at a decision the Chair may decide to meet with the applicant/learner, or other relevant parties, in order to clarify the basis of the appeal.
- 3) The Chair will notify the applicant/learner and the On Site Project Manager of the outcome of the appeal, normally within ten working days of receipt of the appeal.
- 4) If for some reason the matter cannot be resolved within ten working days, the applicant/learner will be informed of the delay, the reason for that delay and a date by when it is intended that an appropriate response can be provided.

## **Further information**

Applicants/Learners, or their representatives, may also wish to use the Bristol City Council Complaints Procedure, "Fair Comment", details of which can be found at their [website](#). Complaints can also be referred to the Learning & Skills Council or Connexions Service.