



## TONI&GUY COMPLAINTS AND APPEALS POLICY

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**A large National Employer/provider delivering high quality Apprenticeships  
to both levy and non-levy businesses.**

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# **TONI&GUY COMPLAINTS AND APPEALS POLICY**

## **Introduction**

Toni Guy UK Training is committed to continuous improvement and providing a high standard of service ensuring that any complaints received are addressed in an open and transparent manner to the satisfaction of all parties concerned.

## **Our Commitment**

Toni&Guy UK Training will ensure that all legitimate complaints received are dealt with promptly, fairly, professionally and in a non –discriminatory way and that appropriate action is taken. Complaints will be taken seriously and viewed positively as an opportunity to receive constructive feedback so that improvements can be made. All complaints will be treated as confidential to safeguard interests and information limited to those involved in the complaints process.

The outcomes of any complaint will be shared with the complainant and any Toni&Guy UK Training staff involved. Complaints made which, on investigation, turn out to be malicious, may result in disciplinary or further action.

We are committed to:

- **Taking all complaints seriously** – Whatever the subject of the complaint may be, by complaining the person concerned has attached value to the subject and this will be respected by member(s) of staff involved.
- **Clearly communicating** – If the complaint can't be resolved immediately, the complainant should be informed about the complaints process.
- **Remaining professional** – In an organisation with a high degree of face to face contact, it is perhaps inevitable that there will be a proportion of complaints relating to staff. In this case the complaint will always move to Stage 2 of the process to involve the National Training Manager.
- **Referring to a formal process** – If a complaint cannot be dealt with informally or if the complainant remains unsatisfied with the outcome the complaint will be moved to the Stage 2 of the process.

## **Scope**

This policy and associated procedure apply to all people served by Toni&Guy UK Training including apprentices, parents, customers, employers, and visitors who wish to comment on or express dissatisfaction with any aspect of Toni&Guy UK Training's activities including those activities delivered on behalf of Toni&Guy UK Training. Former apprentices are expected to raise any concerns within three months of completing their programme.

However, this policy does not deal with:

- A concern about a decision regarding an awarding organisation regarding apprentice progression or assessments.
- Dissatisfaction about the outcome of an academic misconduct or disciplinary process.
- Toni&Guy UK Training will not investigate anonymous, malicious, or vexatious complaints.
- Any incidents that may be related to safeguarding or radicalisation must be reported to one of the Safeguarding Officers.

### **Roles and Responsibilities**

If the complaint is about the Apprenticeship Programme

- The manager concerned – will be responsible for investigating the complaint. If the complaint relates to that manager, then the National Training Manager will assign an independent manager to investigate the complaint.
- The National Director of Apprenticeships will deal with and hear appeals against the outcomes of the complaint.
- If the complaint is against the National Director or a member of the Senior Management Team, then the HR Director or another member of the Board will hear the appeal.
- The National Director of Apprenticeships has overall responsibility for the Complaints Policy and Procedure and may nominate another person to investigate a complaint where there is a conflict of interest.

### **Dissemination**

A copy of this policy can be found on Toni and Guy's website – [www.toniandguy.com](http://www.toniandguy.com) and in the Toni & Guy UK Training Policy Handbook.

### **Monitoring and Review**

The policy and its processes and procedures will be monitored and reviewed by the National Director of Apprenticeships. Any complaints received by Toni&Guy UK Training will be analysed and shared with the Board of Directors.

## **Related Policies/ Procedures**

Documents related to the policy are:

- Anti – bullying and Harassment Policy
- On-line Safety policy
- Equality & Diversity Policy
- Whistleblowing Policy

## **Management Responsibility**

The National Director of Apprenticeships has overall responsibility for the policy within Toni& Guy UK Training

## **How to make a Complaint**

Complaints, Comments and Suggestions can be made verbally, by telephone, email, and letter or by completing a Complaints or Comments Form available from Toni&Guy website [www.toniandguy.com](http://www.toniandguy.com) or the One File e-portfolio.

Comments will be recorded and forwarded to the appropriate Manager for review, action and follow up as necessary. Where no action is required, this will be noted as the outcome.

## **Stage 1 – Informal Complaints**

Issues that appear straightforward and potentially easily resolved may be directed to any relevant member of staff to seek an early resolution. Apprentices are encouraged to resolve any issues of dissatisfaction with their programme tutor so that this may be dealt with quickly and informally.

## **Stage 2 – Formal Complaints**

Where a complaint cannot be resolved satisfactorily through the informal route or in cases of more serious issues, these may be lodged as a formal complaint by completing complaints form available on the Toni&Guy website. Any concerns relating to apprentices with additional needs who are suffering or likely to suffer, significant harm, e.g., by neglect, physical injury, sexual abuse or emotional abuse or any aspect of bullying, harassment or coercion will be directed to the Lead Designated Safeguarding Officer, as a safeguarding issue.

## **Acknowledge, Record and Monitor**

All formal complaints will be recorded, acknowledged within five working days and monitored until conclusion within the Senior Management Team.

A central log of complaints and appeals against complaints outcomes is maintained and monitored by the National Training Manager. An overview analysis of complaints received by Toni&Guy UK Training is provided for the Board of Directors. The Senior Management Team are responsible for logging all complaints and providing these reports.

All complaints will be monitored for issues of discrimination; where such issues are identified, the complaint record will be updated, appropriate actions instigated, and the matter will be brought to the attention of the HR Director.

### **Investigation**

The Senior Divisional Manager will be assigned as the person to investigate the formal complaint. When complaints are raised against staff the investigation will involve the National Training Manager and will be conducted by an individual who is independent of the situation. Where a conflict of interest is identified the National Director of Apprenticeships will assign an independent Manager to conduct the investigation.

The Investigating manager will update the complainant with the findings of their investigation. During this stage the complainant may be contacted for further information or may be invited to meet the Investigating Manager. Where the complainant is invited to attend a meeting, they may be accompanied by a friend or relative, but the accompanying person will not take an active part in the meeting. Legal representation is not permitted.

### **Outcome**

Managers will provide written details of the action taken and the outcome of the complaint and forward a copy of this, with supporting documents attached to the Senior Management Team. Following the investigation, the Investigating manager will provide a written response to the complainant within twenty working days, unless otherwise advised.

### **Stage 3 – Appeal**

The complainant has the right to appeal against the outcome of the complaint. This should be lodged with the Senior Management Team within ten working days of receipt of correspondence stating the outcome of the investigation into the formal complaint. The grounds of appeal and any actions sought must be clearly stated at the time of making the appeal. The National Director of Apprenticeships or their nominee will review the formal investigation and consider whether:

- New evidence or circumstances have become known, which could not have reasonably been made known at the time of the complaint.
- The investigation was not conducted fairly or as per procedure, and this subsequently affected the outcome.
- The decision and outcome of the complaint were unreasonable.

We aim to conclude the Appeal process normally within twenty working days and will contact the complainant with the outcome. This decision constitutes the final stage of Toni&Guy UK Training's Complaints Policy and Procedure.

If the complaint is not resolved to the satisfaction of the complainant, the following further avenues of communication are available through the relevant external agencies:

- Education & Skills Funding Agency (ESFA)
- OFSTED

### **Confidentiality and Support**

All complaints will be treated as confidential to safeguard interests and information limited to those involved in the complaints process.

If in exceptional cases and for justifiable reasons the complainant wishes to remain anonymous throughout the process, this may be considered. However, if disclosures are made it may be necessary to share information and this must be explained to the complainant.

Complainants who feel that they need help and / or support to make a complaint may wish to talk to one of the Safeguarding Officers.

### **Vexatious Complaints**

There may be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complaint becomes vexatious (e.g., the complainant tries to re-open the same issue), Toni & Guy UK Training reserves the right to end the complaint handling process and will inform the complainant in writing that the procedure has been exhausted and the matter is now closed.

## HOW TO MAKE A COMPLAINT

