

Apprenticeship Services Complaints Policy

Amber Healthcare Personnel Ltd (trading as Oxford Applied Training) aims to provide its apprentices and clients with the best possible service and we are always pleased to hear if you are happy with our services.

However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what you might reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise your concern directly with the member of staff concerned.

The more formal procedure outlined below is intended for use by members and other users of our services, where informal communication has not resolved the problem.

This is what you should do:

If the complaint is about any aspect of Amber Healthcare apprenticeship 's training services, the complaint should be made either in person, or by telephone, email or letter to:

The Programme Manager
Amber Healthcare
28 The Quadrant,
Abingdon Science Park,
Abingdon
Oxfordshire
OX14 3YS

who will acknowledge, in writing within ten working days, the receipt of any complaint.

If the complaint is about the Programme Manager the complaint should be addressed to the Awarding Body accrediting the Training Programme you are attending. The contact details will be found in your Learner Handbook or your tutor will advise you of the contact details.

At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

If the complaint is about any other of Amber Healthcare's services, the complaint should be made either in person, or by telephone, letter or email to the Chief Executive at the address above who will acknowledge, in writing within ten working days, the receipt of any complaint

At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

On receipt of the complaint:

The Programme Manager will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Programme Manager will agree any necessary further action with the complainant.

Reviewed and updated: Jan 2019

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