

Complaints Procedure



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The National Physical Laboratory (NPL)

NPL is the UK's National Measurement Institute, and is a world-leading centre of excellence in developing and applying the most accurate measurement standards, science and technology available.

NPL's mission is to provide the measurement capability that underpins the UK's prosperity and quality of life.

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Purpose

NPL Training is committed to providing high quality apprenticeship training services. One of the ways in which NPL Training can review and improve the services it offers is by listening and responding to feedback and complaints. A complaint is an expression of dissatisfaction about the apprenticeship services provided by NPL Training.

The complaints procedure sets out how complaints can be made and how complaints will be managed by NPL Training. The complaints procedure should not be used for general enquiries.

Aims

- NPL Training aims to resolve complaints quickly, fairly and effectively. We will:
- Aim to put things right quickly for our customers when they go wrong
- Treat information sensitively and in line with the Data Protection Act
- Keep our complainants informed of the progress of their complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Look to improve services we provide by responding positively to complaints and suggestions and where appropriate make changes to the way in which we deliver services
- Advise our complainants of their right to appeal if they remain dissatisfied after their complaint has been through all stages of the Procedure

Procedure

A complaint can be made about any aspect of NPL Training's apprenticeship services either

- Verbally
 - In person
 - Over the phone – 0208 943 8692 or 6090
- By email apprenticeships@npl.co.uk
- By letter - NPL Training Department,
F13, National Physical Laboratory,
Hampton Road,
Teddington,
Middlesex,
TW11 0LW

Please note - for any enquiries, concerns and as first line before a complaint, the apprentice and/or employer is encouraged to speak to the NPL Training Administrator first or send details to apprenticeships@npl.co.uk.

Normally, written complaints should be made within one month of the event being complained about. Complainants should provide their contact details and as much information as possible about the complaint.

Step 1

- Complaint is received
- If not in writing details are completed by the receiver and logged on the attached form
- Receiver attempts to resolve complaint informally
- If resolved, the form is completed and counter signed by the Head of NPL Training. If not, move to Step 2

Step 2

- Contact the complainant within 2 working days of receiving the complaint
- Head of Delivery investigates the complaint
- Contact with the complainant with the results of the investigation. We will aim to provide a written response within 10 working days. However, if the complaint is complex, it may take more time to investigate. NPL Training will inform complainants if an investigation into a complaint is going to take more than 10 working days.
- If the complainant is satisfied with the result of the investigation, the complaint is closed, form updated and signed. If not, move to Step 3

Step 3

- If the complainant is not satisfied, NPL Training will confirm in writing within 2 working days that the complaint is at step 3
- Head of Training reviews the investigation and actions/s taken
- Head of Training sends letter to complainant with details of their conclusion within 20 working days
- If the complainant is satisfied with the result of the investigation, the complaint is closed, form updated and signed. If not, move to Step 4

Step 4 – ESFA Appeal

- If a complaint has not been resolved satisfactorily, the complaint can be escalated to the Education and Skills Funding Agency (ESFA) within 12 months after the issue happened
- Email or post your complaint to the ESFA complaints team.
- ESFA complaints team - complaints.ESFA@education.gov.uk

Complaints team

Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

Responsibilities

This complaints procedure applies to the Metrology apprenticeship programme delivered by NPL Training. NPL Training will ensure that all learners and other key stakeholders, such as employers, are aware of the complaints procedure and have access to it.

Complaints will be logged and reported in NPL Training Management Meetings on a regular basis, and findings and actions will be used to consider potential changes to the way services are delivered and how the service can continually be improved.

Review

The complaints procedure will be reviewed annually by the Head of Training.

Last Review – September 2018



National Physical Laboratory

Training

Complaint Form

Company	
Name	
Address	
Telephone number	
Email	
Date of Complaint	Date of Incident

Details of complaint – *please give as much information as you can*

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Signed.....

Name.....

NPL Training Representative Name.....

NPL Training Representative Signature.....

Follow up actions / conclusion / closure