

# Complaints Procedure



- > *Purpose*
- > *Procedure*
- > *Responsibilities*
- > *Review*

## **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.

© Queen's Printer and Controller of HMSO, 2023, reproduced by permission of the Controller of HMSO.

This content and design is protected by copyright. Written permission must be obtained from NPL before copying, reproducing and distributing any its parts.

**Address:** National Physical Laboratory, Teddington, Middlesex, United Kingdom, TW11 0LW



**Email:** [training@npl.co.uk](mailto:training@npl.co.uk)

**Telephone:** +44 (0)20 8943 6606

**e-mail:** [training@npl.co.uk](mailto:training@npl.co.uk)

**URL:** <https://training.npl.co.uk/>

### Confirmed Reviewed & Approved

Name	Position	Signature	Date
Alison Rooker	Apprenticeship Lead - Training		14/11/23
Alan Brewin	Science and Engineering Director		14/11/23

Next Review – November 2023

## 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 defined as an oral or written expression of dissatisfaction about an aspect of a service or about another matter of serious concern connected to an individual or group's experience of 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,  
G14 CS4, 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 their assessor as it is anticipated that most

complaints can be resolved through informal means. Usually, problems can be resolved by explaining the situation from both sides and discussing ways forward. However, if necessary, details can be sent to the NPL Training Administrator or to [apprenticeships@npl.co.uk](mailto:apprenticeships@npl.co.uk) to start the process.

This Procedure aims to be simple, clear and fair to all parties involved, with informal resolution an option at any point. Complaints will be handled sensitively and with due consideration to confidentiality. Any person named in a complaint will be informed of the substance of the complaint and will have the right to reply as part of the investigation. Information contained within the complaint will be made available only to those parties involved in its resolution.

No complainant bringing a complaint under this Procedure, whether successfully or otherwise will be treated less favourably by any member of staff than if the complaint had not been brought. If evidence to the contrary is found in this regard the member of staff may be subject to disciplinary proceedings under the relevant NPL policy.

Normally, written complaints should be made within one calendar month of the incident. 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
- Delivery Manager 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
- The ESFA does not deal with complaints about employment issues (for example, a problem with your contract if you're working as an apprentice).
- Email or post your complaint to the ESFA complaints team.
- ESFA complaints team - [complaints.ESFA@education.gov.uk](mailto: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. Complainant details will be anonymised before complaints are used for monitoring and evaluation purposes.

## Storage and Use of Information

All information and data collected regarding any complaints made to NPL Training will be stored securely. Depending on the nature of the complaint this information will be stored against either an employer or apprentice. This information will only be made available to relevant persons.

Information may be used to review associated processes and policies to ensure that the 'failure' does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected.



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*

--

Signed.....

Name.....

NPL Training Representative Name.....

NPL Training Representative Signature.....

Follow up actions / conclusion / closure