

Policies & Procedures

Owner: Quality Manager

Function: Apprenticeships

Title: EPA Complaints policy

Recent history

Rev No.	Nature of change	Author	Approved By	Date
1	First Issue	S Vickers	Z Whittington	13/6/23
2	Updated to new branding	A Wallbank	M Kinsella	10/10/24

Summary

Key Activities and Interfaces

Compliance with Ofqual General Conditions of Recognition – conditions D4.3 & D4.4

Associated Processes and/or Forms

APP-001-33a – Complaints Form

Contents

1.0 - Policy purpose	3
2.0 - How to submit a complaint	3
3.0 - Timescales for formal complaint	3
3.0 - What NSAN will do.....	4
4.0 - Outcome of a complaint	4
5.0 - Contact.....	4

1.0 - Policy purpose

The primary purpose of the complaints policy is to enable anyone involved in any stage of the NSAN End Point Assessment (EPA) process to air concerns that they may have about policies, processes or practices in relation to NSAN EPA, and to produce a speedy resolution where genuine problems exist.

A complaint can be made if you are dissatisfied with the service you have received at any stage of the EPA, or if you have evidence that NSAN have failed to apply their policies and/or procedures fairly, accurately or consistently, or that NSAN has not delivered the EPA in accordance with the relevant assessment plan, you have the right to complain. A complaint should be raised as soon as an issue or grievance is identified.

This policy is designed to help all individuals take appropriate action, when they are experiencing difficulties, in an atmosphere of trust and collaboration. Although it may not be possible to solve all problems to everyone's complete satisfaction, this policy forms an undertaking by NSAN that it will deal objectively and constructively with all individual complaints, and that anyone who decides to use the procedure may do so with the confidence that their complaint will be dealt with fairly.

The complaints procedure is not a substitute for good day-to-day communication between the EPAO and partners, where we encourage individuals to discuss and resolve daily working issues in a supportive atmosphere. Many problems can be solved on an informal footing satisfactorily, if all individuals are prepared to keep the channels of communication open and working well. The procedure is designed to deal with those issues which need to be approached on a more formal basis, so that every route to a satisfactory solution can be formally explored and that any decisions reached are binding and long lasting.

2.0 - How to submit a complaint

In the first instance, we would encourage you to approach us informally, to raise your concerns or grievance. If we cannot settle your complaint informally, you should raise it as a formal complaint.

If appropriate, all stages of associated policies in relation to the complaint must have been exhausted, prior to submitting a formal complaint. Your complaint may not be accepted for review if it relates to a process that has not been exhausted.

To submit a formal complaint, please use **APP-001-33a Complaints Form**.

3.0 - Timescales for formal complaint

Action	By whom	Timescale
Submission of formal complaint, using form APP-001-33a	Complainant	As soon as issue is identified as a formal complaint

Acknowledgement of receipt of formal complaint	NSAN	Within 3 working days of receipt of formal complaint
Ongoing update of action being taken, or request for further information	NSAN	Ongoing, as required
Formal response and outcome to complaint	NSAN	Within 20 working days* of receipt of formal complaint
Notification of any extension to defined timescales, if required	NSAN	As soon as identified

* Should we be unable to meet the defined timescales, we will keep you updated of progress.

3.0 - What NSAN will do

NSAN will investigate the complaint in accordance with defined timescales. This may include requesting further information or scheduling a meeting to discuss the complaint. If your complaint is complex, or we expect there to be a delay to the process, you will be kept informed of progress whilst it is under investigation.

4.0 - Outcome of a complaint

The outcome of a complaint will be dependent on the nature of the complaint; however, in all instances where the application of the complaints process leads NSAN to discover a failure in its processes, NSAN will take all reasonable steps to:

- identify any other apprentices who have been affected by the failure
- correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure
- ensure that improvements are put in place to prevent the the failure from occurring again.

5.0 – Contact the regulator

If you have exhausted the relevant processes and remain dissatisfied with the outcome of your complaint, or still feel that NSAN have failed to apply their policies and/or procedures fairly, accurately or consistently, you have the right to contact Ofqual, as the regulator for End Point Assessment; however, Ofqual would require evidence that all stages of NSAN's processes in relation to your complaint have been exhausted.