



Complaints Procedure

A complaint is an expression of dissatisfaction concerning MetaGedu Apprenticeships LTD product or service. MetaGedu Apprenticeships LTD take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service, you have received that you bring this to our attention as soon as possible by speaking to your course Tutor/Assessor/IQA in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor/Assessor/IQA then please contact the Operations Manager via one of the following options:

Call: 02380 016555

E-mail: hsmalley@metagedu.io

Write to: Holly Smalley, MetaGedu Apprenticeships LTD, Botley Mill, Mill Hill, Botley. Southampton. SO30 2GB

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

MetaGedu Apprenticeships LTD ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Operations Manager will investigate your complaint and respond to you within 10 working days.

Appealing after an initial complaint has been raised

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Head of Centre. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Head of Centre will investigate in full and respond to you within 10 working days.



The Head of Centre can be contacted on:

Call: 02380 016555

E-mail: gcallaghan@metagedu.io

Write to: Gary Callaghan, MetaGedu Apprenticeships LTD, Botley Mill, Mill Hill, Botley. Southampton. SO30 2GB

Appealing after an initial complaint has been raised

In the unlikely event that you still remain unhappy after your complaint has been investigated again and a decision reached then you may escalate your complaint to our Head of Apprenticeships. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Managing Director will investigate in full and respond to you within 10 working days.

The Head of Apprenticeships can be contacted on:

Call: 0121 818 0409

Write to: Alan Wilson, MetaGedu Apprenticeships LTD, Botley Mill, Mill Hill, Botley. Southampton. SO30 2GB

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly.

Should you address your complaint to the Awarding Organisation and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of MetaGedu Apprenticeships LTD or the Awarding Organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to companies' management of your training, you also have the right to contact the Educational & Skills Funding Agency (ESFA) at the following address:

Complaints Team ESFA

Cheylesmore House

Quinton Road

Coventry



CV1 2WT

If you have any queries about the contents of this policy, please contact the Head of Centre directly on 02380 016555 or email g.callaghan@datc.co.uk

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| 9 | 23/06/22 | January 2023 | Alan Wilson | Head of Apprenticeships |
| Signature | | | | |