



Employer Complaints Procedure

1. Introduction

This policy is to inform those employers with learners on an apprenticeship with the University of Birmingham of the process to follow if they wish to make a complaint about the service they receive. All complaints received by the University of Birmingham are taken seriously and will be treated fairly.

The University has a separate Code of Practice for student complaints, which also covers apprentice complaints. This is published on the University's intranet pages and learners are signposted to the Codes of Practice as part of their induction:

<https://intranet.birmingham.ac.uk/as/registry/legislation/documents/public/Cohort-Legislation-2019-20/CoP-Student-Concerns-Complaints-19-20.pdf>

After the internal University processes have been exhausted, both employers and apprentices have the opportunity to have their raise their complaint with the Education and Skills Funding Agency (ESFA) if they are not satisfied with the University's response.

2. Stages of an employer complaint

There are three stages to the Employer Complaints Procedure:

Stage 1: Informal resolution

Stage 2: Formal complaint

Stage 3: Internal escalation

3. How to make an employer complaint

Stage 1

The University is committed to delivering an excellent service to its employer partners and ensures this through good employer relationships. It is therefore hoped that most complaints can be resolved at an informal stage.

Informal complaints should be raised immediately with the relevant School or Account Manager straight away. Informal complaints will be acknowledged within five working days and we will aim for resolution within four weeks.

Stage 2

If an employer is dissatisfied with the outcome of their informal complaint, or if it is unable to be resolved, they should issue a formal complaint by email to the Degree Apprenticeships Manager (Registry)

jade.westwood.1@bham.ac.uk

The email should outline the details of the complaint in full, the outcome of the informal complaint and why this was not satisfactory. A formal complaint should be raised within six weeks of the outcome of the informal complaint.

A formal complaint will be acknowledged within five working days. The Degree Apprenticeships Manager, or designated complaint handler, will investigate the complaint and will discuss in more detail with the employer and any internal staff relevant to the case.



An outcome will be issued within four weeks, where possible. If this is not possible, new timescales will be communicated by email in advance of the four weeks.

Stage 3

If an employer remains dissatisfied with the outcome of their formal complaint, they can escalate the complaint in writing to the Deputy Pro-Vice Chancellor (Education) and Chair of the Degree Apprenticeships Steering Group within four weeks of the outcome of the stage 2 complaint. This can be done by emailing degreeapps@contacts.bham.ac.uk. The email should be titled 'Stage 3 employer complaint'.

Complaints at stage 3 will only be considered where new evidence is presented.

An outcome will be issued within four weeks, where possible. If this is not possible, new timescales will be communicated by email in advance of the four weeks.

4. Escalation

After the internal university processes have been exhausted, employers have the opportunity to escalate their complaint with the Education & Skills Funding Agency (ESFA), if they are not satisfied with the University's response.

You must contact the ESFA within 12 months after the issue happened by email or post to the ESFA Complaints Team:

Email: ESFA@education.gov.uk

Post:

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

If you are unhappy with the ESFA's response to your complaint, you can contact the Department for Education. Further guidance can be found [here](#).