

# **Army Catering Training Trust**

**Army Catering Training Trust  
(ACTT)**

**Policy Document**

**Complaints**

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## Complaints

<b>Applies to</b>	Employers, Training Providers, Quality Assurance Coordinator, ACTT IQA's, ACTT Assessors, Apprentices and any associated third parties
<b>Effective date of introduction</b>	01 Dec 21
<b>Controlled by</b>	QAC
<b>Reviewed by</b>	Board of Trustees
<b>Review frequency</b>	Annually
<b>Publishing locations</b>	ACTT SOP's, Employers internal IT systems

### Version Control

This is the initial version, v1, of the ACTT Complaints policy for individuals undertaking and supporting the delivery of AA on behalf of the ACTT. This version replaces previous policy documents, within the ACTT SOP's, and it is the responsibility of each training organisation, employers, Apprentices, Independent Assessors and supporting staff to familiarise and comply themselves with the contents of this policy document.

This document will be reviewed on an annual basis and published electronically. Electronic copies will be provided to all training providers and employers. Trustees, Assessors and supporting staff will have access to the updated document on the ACTT Teams site.

### Document History

Serial	Page number	Amendments made	Date Amended	Amender
01	Policy Document	New policy document introduced	01 Dec 21	Sion Farrell
02	4 7	Removed statement for Annex 1, not required. Updated Charity No	05 Dec 22	Paul Maidment
03	Document	Annual review	25 Jan 24	Sion Farrell
04	Document	Annual review	22 Apr 25	ACTT Trustees
05	Document	Annual review	20 Apr 26	Paul Maidment

## Definition

Complaints are defined as formal expressions of concern or dissatisfaction with a service provided, or lack of a service, the application of our policies and/or the outcome or decision the ACTT have made relating to the delivery of Apprenticeship Assessment (AA).

## Who can make a complaint?

Formal complaints can be submitted by:

- The Apprentice directly informed of or directly affected by the ACTT's action or decision.
- The training provider or employer acting on behalf of and with the explicit written permission of the Apprentice.
- The training provider or employer directly informed of or directly affected by the ACTT's action or decision.

All complaints, expressions of dissatisfaction and other feedback received by the ACTT will be taken seriously and will be dealt with promptly and appropriately.

## General provisions

It is important that a high level of trust and goodwill is maintained between the ACTT, Apprentices, training organisations and employers. The ACTT will attempt to resolve complaints expediently without the complainant having to resort to the formal complaints procedure as it is an accepted principle that recourse to a formal complaint's procedure should be necessary only as a last resort.

The ACTT will treat every complaint fairly but will not engage with frivolous or meritless complaints or persistent and repeated or abusive contacts from complainants.

Confidentiality will be maintained where possible. However, it may not be possible to consider complaints appropriately without disclosure of the identity and other details of the complainant. If a complainant wishes any matter to remain private and confidential, this must be stated clearly in the letter, otherwise the ACTT will assume that permission has been granted to disclose any information provided as deemed appropriate and necessary.

Complaint decisions should only be taken by individuals who have appropriate competence and who have no personal interest in the decision.

Where the outcome of a complaint brings into question the impact on other Apprentices the ACTT will ensure that the interests of Apprentices who may be affected are protected, and that the integrity of the AA, or qualification is maintained.

The ACTT logs, monitors and evaluates all complaints and feedback data to improve our service to AA users, or those undertaking qualifications, and to identify trends and patterns to inform and support processes. This information will also be made available to the regulatory authorities where appropriate.

The ACTT will keep information about individual cases confidential to the people involved unless there is a need to release information under Data Protection Legislation which the ACTT is obliged to comply with.

Apprenticeship standards regulators have outlined specific conditions that AOs must meet to protect the integrity of regulated standards across the AA community. This includes the requirement that where certain things are identified (such as malpractice), or certain actions taken (such as when sanctions are applied) the regulators and other relevant AOs who may be affected must be informed.

## **Making a complaint**

### **Stage 1**

Complaints must be made in writing to the Trust Administrator / Treasurer ([treasurer@theactt.co.uk](mailto:treasurer@theactt.co.uk)) within three months from the date when the reason for the complaint came to their knowledge.

The email must include the following information:

- Full name, contact details, including contact number.
- Detailed statement of the complaint and the reason for making it.
- Relevant dates pertaining to the reason for the complaint.
- The title and level of the relevant apprenticeship standard.
- Relevant documentary evidence to support the complaint.
- Contents and outcome of any investigation conducted by other relevant parties relating to the issue, if necessary.

Failure to provide all the above may result in a delayed response and possibly eventually dismissal of the complaint.

The ACTT will acknowledge receipt of the complaint within 5 working days.

### **Stage 2**

Within 5 working days of acknowledging the complaint the ACTT will determine the nature of the complaint and in some cases, resolve the complaint without progressing the complaint to stage 3.

If the grounds are found to be valid and appropriate the ACTT will pursue the complaint with the parties concerned and progress the complaint to stage 3. Should additional information or evidence be required, the ACTT will request this to be provided by a given date. If this additional information is not received by the set date, the complaint will not be progressed, and the ACTT will confirm this decision in writing.

### **Stage 3:**

The ACTT will give serious consideration to the grounds of the complaint and the evidence provided.

The ACTT will endeavour to resolve complaints promptly and will base decisions on matters of factual accuracy provided by all parties. The complainant will be kept informed of the progress of complaints.

In all circumstances the ACTT will endeavour to respond to complainants with a decision within 20 working days of the start of stage 3.

There are 3 possible outcomes:

- The complaint is upheld - on the basis that the grounds and evidence justify the complaint. In this Instance, the ACTT follow up action will vary according to the nature of the complaint.
- The complaint is not upheld – on the basis that the grounds and evidence do not justify the complaint.

- The complaint is partially upheld- on the basis that some aspects of the grounds and evidence justify the complaint, and some do not.

In either case, the ACTT's decision will be final.

The ACTT may notify the relevant regulatory body if it is believed that the complaint could have an adverse effect on the Apprentice's learning experience.

We hope that we can solve the issue. However, complainants who have followed and exhausted the appropriate procedures and are still dissatisfied with the outcome may contact the relevant regulatory body.

### **Review**

This policy will be reviewed annually to support the ACTT objective of continuous improvement, using feedback from Apprentices, employers, assessment staff and other ACTT staff.

### **Contact us**

If you have any queries regarding the contents of this policy document, please contact the Quality Assurance Coordinator at:

CPD Centre  
 Army Catering Training Trust  
 Alexis Soyer House  
 WORTHY DOWN  
 Hampshire  
 SO21 2RG



Every effort has been made to ensure that the information contained within this policy is true and correct at the time of publication. However, the ACTT services are subject to continuous development and improvement and the right is reserved to change services from time to time. The ACTT cannot accept responsibility for any loss or damage arising from the use of the information in this policy.

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