Complaints procedure for Employers of Apprentices

Stage 3 – review

If the employer is not satisfied with the outcome, a review may be requested by the employer. The University will appoint an independent reviewer to ascertain that procedures were correctly followed, as articulated. The complaint will not be re-investigated unless new evidence is provided.

Stage 4 – complaints adjudicator

If after exhausting this process, the employer is still dissatisfied they may wish to take their complaint to the Complaints Adjudicator at the Education and Skills Funding Agency (ESFA). Please note that ESFA will not usually investigate complaints more than 12 months following the original decision.

The University will record and review all complaints procedures to enable improvements to be made to its services and facilities.