

CareSkills Complaints Policy, Procedure and Process - Employers

Introduction

CareSkills is committed to providing high quality education and services to all its learners and employer partners. We value your views and will be responsive to concerns when they are raised. The purpose of this Procedure is to create a supportive environment for learners and clients to raise and manage complaints in a way which is sensitive to the needs of each specific case and to the benefit of the learner.

Employers are encouraged to raise any concerns with us immediately so that we can discuss them with you at an early stage and prevent matters from becoming more complex. We aim to deal with complaints in a timely and consistent way to ensure that you or any employees in training with CareSkills are not disadvantaged.

Purpose

CareSkills is responsible for resolving issues and disputes with employers who work with us to deliver training, including Apprenticeships. All concerns and complaints will be monitored to ensure that they are dealt with promptly and efficiently and any action may be used to help us improve our provision.

CareSkills will be unable to investigate any complaints or concerns which are made anonymously.

This policy addresses the requirements upon CareSkills by the Education and Skills Funding Agency (ESFA) and sets out a framework for addressing and resolving complaints.

Complaints Procedure

Prior to submitting a formal complaint (Stage 1), it is recommended that the employer raise any concerns with CareSkills informally. This provides the opportunity for CareSkills and the employer to discuss the concerns in good faith in an attempt to bring about an early resolution. The employer should, in the first instance, make contact with the CareSkills trainer who will arrange to discuss the issues of concern directly with the employer on an informal basis.

Stage 1

Should the employer be dissatisfied following informal discussions with the CareSkills trainer, or feel that their concerns have not been adequately resolved, the employer may refer their concerns, in writing, to the Operations Manager at:

email: philshenton@careskills.co.uk

Phone: 07912 088475

The written complaint should include:

- Details of the nature of the concerns/dispute or complaint;
- Copies of supporting documentation (if any);
- Details of any discussions undertaken with the trainer and the reasons why the complaint has not been adequately resolved; and
- Any further information (such as any circumstances that CareSkills need to be aware of).

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The Operations Manager and the employer shall discuss the dispute/concerns within 5 (five) working days of receipt of the written complaint in an attempt to resolve the issues raised or agree further steps required to enable the parties to come to an agreed solution.

Confirmation of the outcome of the complaint (including any action points), shall be provided to the employer in writing.

Stage 2 (Apprenticeships Only)

Where the parties are unable to agree a satisfactory resolution, or the employer is not satisfied with the resolution offered by CareSkills at Stage I above, the employer may escalate the complaint with the ESFA by contacting the ESFA helpdesk:

email: servicedesk@sfa.bis.gov.uk

Phone: 0370 2670001

Stage 2 (Non Apprenticeships)

Where the parties are unable to agree a satisfactory resolution, or the employer is not satisfied with the resolution offered by CareSkills at Stage I above, either party may refer the matter to mediation in accordance with the model procedure of the Centre for Dispute Resolution, London ("CEDR").