

## Customer Complaints and Compliments

### Commitment

Apprenticeship Learning Solutions (ALS) is committed to delivering high quality learning experiences. It is the policy of ALS to inform all individuals and companies who are engaged in learning with ALS of their complaints and compliments procedure. If an individual or Employer has any complaint or compliment about our learning provision, we ask that you contact our Customer Support Department at:

ALS Training  
Ocean Park House  
East Tyndall Street  
Cardiff  
CF24 5ET  
Email: [info@alstraining.org.uk](mailto:info@alstraining.org.uk)  
Telephone: 02922 677020

### Purpose

The purpose of this policy is to ensure that all complaints are handled in the most appropriate manner and following a set procedure.

### Scope

A complaint may be made by:

- Learners – directly to ALS in non-Corporate Clients
- Learners – in Corporate Clients via the Corporate Client Internal Apprenticeship Contract Manager
- Any person(s) associated with the teaching received and welfare of the learner while attending ALS training, such as, but not limited to, Parents, Guardians, Carers, Social Workers, Probation Officers, Careers officers
- Stakeholders such as, but not limited to, Employers, Referral Services, Schools
- Local community individuals or bodies
- Partners

### Responsibilities

The responsibilities are as follows:

1. The person in '**Scope**' contacts the ALS Customer Support Department
2. In the case of a Corporate Managed Client the complaint should initially be directed to the Client's internal apprenticeship contract manager who will discuss the complaint prior to forwarding in writing to ALS
3. The individual Team Manager\* will be contacted by the Customer Support Department within 12 hours of the receipt of the complaint. The Customer Support Department will also inform a Director that a complaint has been received.
4. The Team Manager\* will acknowledge receipt of the complaint to the individual within 5 working days
5. The Team Manager\* will investigate the complaint and endeavour to reach a satisfactory outcome within 10 working days of acknowledgement of the complaint.
6. The Team Manager\* will inform the Director of the outcome of the complaint.
7. All complaints which affect the Safeguarding or Health and Safety of any Stakeholder should also be directed to the Head of Quality to carry out an investigation.

*\*where the complaint made refers to our sub contracted provision then Head of Contracts and Compliance is contacted and the process followed is the same.*

*\*Where a compliment is received steps 1, 4 and 5 are followed and the word complaint is replaced with the word compliment.*