

Complaints and Appeals Policy

General policy statement

Juice Talent Development Limited will ensure that any complaints/appeals made about the service it provides will be fully and appropriately investigated in order to bring about a satisfactory conclusion. Juice aims at providing an outstanding service to all apprentices, employers and other stakeholders. Shortfalls in service are taken very seriously and the lessons learned from them implemented swiftly.

Juice welcomes complaints/appeals of any nature and encourages all parties to deal with them quickly and informally. However, we acknowledge that some complaints/appeals require a more formal and detailed approach to protect the complainant and to secure a just and fair outcome.

Implementation of policy

The following procedures aim at ensuring that all complaints/appeals are:

- promptly acknowledged and resolved;
- resolved to the satisfaction of the complainant, wherever possible;
- escalated to Juice's leaders, when required;
- dealt with in a manner that protects and safeguards the complainant;
- handled with integrity, honesty and transparency;
- referred to appropriate external agencies, when appropriate.

If you are an apprentice and you have a complaint or concern about any aspect of your apprenticeship programme, please discuss this in the first instance with your mentor. The types of complaint or concern may include, for example:

- the speed at which you are making progress with your apprenticeship;
- any assessment decisions made by your Mentor;
- a lack of clarity over the processes supporting your apprenticeship;
- the effectiveness of our communications with you;
- the support you get from your line manager and/or colleagues at work;
- problems with harassment, discrimination or the way you are treated;
- concerns about the quality of your learning experience;
- issues about your Juice mentor or coach
- conflicts or other concerns relating to other apprentices on your programme.

If you are an employer, parent or other stakeholder with a legitimate interest, and you have a concern or complaint you wish to discuss with us, please contact in the first instance the apprentice's mentor if practicable to do so. The types of complaint or concern may include, for example:

- the speed at which the apprentice is making progress with their apprenticeship;
- the way Juice is supporting the apprentice;
- the conduct of any Juice member of staff;
- the effectiveness of the way we communicate with you and provide you with relevant information;
- the quality, effectiveness and relevance of the teaching, training and learning we deliver to the apprentice;
- the manner in which we prepare the apprentice for end point assessment.

These are examples only to help you appreciate the range of potential issues we would be glad to hear from you about. They are not exhaustive lists.

Procedure

Stage 1

In the first instance and where appropriate you should try to resolve the issue with the Mentor. The complaint/appeal must be in writing and clearly indicate:

- An outline of the reason for complaint/appeal
- The evidence relating to the disputed decision or feedback and summary of your claims to the contrary

A written response from the Mentor to you will be provided within 5 working days of the complaint/appeal being received.

Stage 2

Where you are not satisfied with the outcome of Stage 1, you should progress the complaint/appeal to your Mentor's Head of Apprenticeships (Ginny Mappley ginny@juicetalentdevelopment.com), or for assessment/qualifications complaints/appeals to the Head of Quality (Elizabeth Watson elizabeth@juicetalentdevelopment.com).

This should be done in writing, but you do not need to repeat the detail provided at Stage 1 as all existing documentation relating to the appeal will be forwarded. The Mentor will provide this information to you on request. The Head of Apprenticeships and/or the Head of Quality, will contact you within 5 working days of receiving the Stage 2 appeal to arrange a meeting to discuss the issue(s). The issue(s) will be considered fully, and the decision made will be notified to all parties within 5 working days.

Stage 3

If the complaint/appeal is not resolved at Stage 2, then the Head of Apprenticeships and/or the Head of Quality will notify Juice's Managing Director, Kevin Culver kevin@juicetalentdevelopment.com AND/OR the Awarding Organisation (Skills First/Highfield/ICQ/Summit/A2A).

They will contact you within 5 working days of receiving the Stage 3 appeal to arrange a meeting to discuss the appeal. The appeal will be considered fully and the decision made will be notified to all parties involved within 5 working days.

In most cases this will conclude the appeals process.

The response to all complaints/appeals will be one of the following:

- your complaint/appeal has been upheld;
- your complaint/appeal has been partially upheld;
- your complaint/appeal has been rejected.

If you are not satisfied with the outcome of your complaint/appeal, you can appeal within ten working days of receiving the result. You can do this by contacting Kevin Culver on the email address provided above.

If, after following the Juice complaints/appeals procedure, you remain dissatisfied, you can escalate your complaint to the relevant external agency. This means you can contact:

- The Education and Skills Funding Agency if your complaint relates to any aspect of the apprenticeship up to the point of passing through The Gateway for end point assessment. You can do this by emailing complaints/appeals.ESFA@education.gov.uk
- The End Point Assessment Organisation if your complaint relates to the way the apprentice has been independently assessed after s/he has passed through The Gateway. In such cases, please speak with Juice's mentor in the first instance who will provide you with details of the separate *Appeals Process* to help guide you. You will also find details of who to contact in the Apprenticeship Commitment Statement.

Responsibility for this policy

The Managing Director has overall responsibility for promoting and ensuring the effectiveness of this policy. It is also the personal responsibility of each member of the Juice team to encourage

apprentices to read the policy and understand their rights to complain about any aspect of our service.

Review of this policy

The effectiveness and validity of this policy was last reviewed in January 2024 and revised as appropriate. This policy will expire 31st December 2024 and will be reissued 1st January 2025 after appropriate review.

Policy signed by:

A handwritten signature in black ink, appearing to read "Matt Trott".

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Matt Trott – CEO and Founder

January 2024