



# Complaints procedure for Employers of Apprentices

## Contents

Introduction .....	3
Definitions .....	3
Guide to making a complaint .....	3
Stage 1 – informal complaints .....	3
Stage 2 – formal complaint .....	3
Stage 3 – review .....	4
Stage 4 – complaints adjudicator .....	4

## Introduction

This document explains the procedure for making a complaint about services or facilities provided by the University for employers of apprentices. The University has a separate complaints procedure for students, which can be found on the University website ([www.chi.ac.uk](http://www.chi.ac.uk)).

The University intends to manage complaints in a manner which:

- Encourages informal and early resolution;
- Is efficient and fair;
- Ensures our services improve as a result.

Complaints will be dealt with sensitively and in confidence, with due regard to any applicable legislation. In determining whether a complaint is justified or not, the standard of proof is on the

### Stage 3 – review

If the employer is not satisfied with the outcome, a review may be requested by the employer. The