



Complaints Procedure

All Spring Media has a formal complaints procedure. Individuals who have a complaint they wish to make concerning any apprenticeship where All Spring Media is the Issuing Authority can instigate this.

Individuals can request information about the complaints procedure from:

All Spring Media
Unit 2
62 Higham Road
Chesham
Buckinghamshire
HP5 2HF

If a complaint is received from an apprentice, the following initial action is to be taken:

1. The complaint is to be passed to the Lead IQA who will be responsible for raising and tracking the complaint.
2. If the complaint is against an individual member of staff the Lead IQA will request a report from that member of staff and/or may ask an uninvolved staff member to investigate.
3. If deemed necessary, on receipt of the complaint the Lead IQA will write an initial letter to the complainant, acknowledging receipt and promising to write later when the requested reports have been received. If, however, the Lead IQA has the necessary information, a full reply may be made at this point.

Once reports are received and investigations completed, the Lead IQA may call a meeting of selected staff or may consult with another Senior Manager to decide on a course of action. The resulting decision may require further investigations to be made.

When all reasonable action has been taken to arrive at the facts of the complaint, the Lead IQA will send a written reply to the complainant, explaining the facts that have been established and the action All Spring Media intends to take, if any.

Where a complaint is substantiated and All Spring Media can take action to avoid a re-occurrence, that action will be taken and the effect will be reviewed at a reasonable interval thereafter.

The completed complaint with all accompanying documents attached will be filed in the 'Complaints File' with the Apprenticeship Team.

All Spring Media would hope to have resolved any complaint by this stage, but if the apprentice is still not satisfied with the response they can contact All Spring Media's Director, Martina Porter, at the above address.