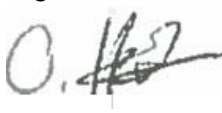


CLAAS UK Ltd

Complaints Policy

No:	AP001.1	Page:	1 of 2
Effective:	1 st September 2021	Prepared by:	Kerry Peck
Replaces:	N/A	Reviewed by:	Andrew Dunne
Distribution:	CLAAS UK Ltd All Apprentices Cohorts and Apprentice employers	Review Date:	1 st September 2022
Approved by:	Oliver Hoelscher	Signature:	

A copy of this policy can be found on our website, under CLAAS UK Ltd, complaints policy www.claas.co.uk/company/jobs-careers-uk

INTRODUCTION

CLAAS UK Ltd is committed to providing a high quality service to our apprentices and their respective employers.

We have a commitment to our apprentices and employers to ensure that any complaints are handled promptly and effectively. We aim to improve our services through customer feedback, positive or negative and always welcome the opportunity to learn, improve and provide a better service to our customers.

AIMS

- CLAAS UK Ltd aims to effectively handle queries, issues or concerns informally in the first instance to reduce the need to invoke this policy
- CLAAS UK Ltd aims to resolve complaints promptly, fairly and effectively
- Customers are aware of how to complain and there is a clear procedure in place for raising complaints or concerns
- Customers feel confident their complaints are listened to and acted upon promptly and fairly
- Complaints are responded to within the timeframe set out in the complaints and appeals procedure below

COMPLAINTS RELATING TO AN ASSESSMENT DECISION

If you have a complaint relating to an assessment decision, please follow the complaints and appeals process laid down by the relevant Awarding Organisation or End-Point Assessment Organisation.

Complaints and Appeals Procedure:

The following procedure applies to anyone who contacts the CLAAS UK Ltd for a service such as applicants, apprentices, employers and parents/guardians.

Stage 1 – Informal Stage

- In the first instance, please speak to any CLAAS UK Ltd Apprentice Academy representative
- If you are unable to reach a satisfactory conclusion, please proceed with stage 2

Stage 2 – Formal Stage

- Please email your complaint or feedback to cukapprenticeships@claas.com
- We ask that you raise your complaint within 1 month of the occurrence so we have the opportunity to investigate fully
- Ensure you provide the following details: nature of the complaint, date the incident happened, consequences for you as a result and any supporting evidence
- We will acknowledge receipt of your complaint via email within 5 working days
- Your complaint will be investigated fully and if required relevant employees will be consulted for further information or clarification
- When possible we will ensure a level of confidentiality is maintained. In some circumstances, such as safeguarding we cannot guarantee confidentiality
- For apprentices under 18 who raise a complaint and dependant on the nature of the complaint, we may be obliged to inform parents/guardians
- We will respond to you within 14 working days of your complaint being acknowledged to advise you of the conclusion of your complaint

Stage 3 – Appeal Stage

- If the complainant disagrees with the outcome of the investigation and conclusion, they have the right to appeal this decision
- Appeals must be emailed to cukapprenticeships@claas.com and be made within 14 working days of receipt of the original conclusion

- Your appeal and supporting evidence will be reviewed and a conclusion will be reached
- The outcome of the appeal will be communicated via email to the complainant within 28 working days of your appeal being acknowledged

Stage 4 – Further Action

- Following on from the appeal stage, if you wish to escalate your complaint further you may wish to contact the Education and Skills Funding Agency (ESFA)
- The following link will provide further information, advice and guidance on how to raise a complaint with the ESFA <https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

1. Appendix

Glossary of terms

This glossary of terms is provided as a guide to assist with understanding this policy. It is not intended to be a substitute for legal definitions

Term	Acronym	Definition
CLAAS UK Limited	CUK	CLAAS sales company, providing sales and aftersales services/support to its owned or franchised dealer network.
CLAAS Academy		A business unit of CLAAS UK Limited which provides both apprenticeship programs and commercial training.
Academy employee		A member of the academy business unit of CLAAS UK Limited
Apprentice		An individual undertaking an approved and recognised apprenticeship program with CLAAS UK Limited
Apprentices Cohorts		Every apprentice who registers in a given apprenticeship programme during a given business year
Apprenticeship Programme	Apprenticeship	A recognised training course which leads to a nationally recognised qualification. Which is a paid job where the employee learns and gain valuable experiences with at 20% of their working at training provider
Continual professional development	CPD	This term is referring to the continuing of professional development via learning that academy staff undertake to ensure that are skill and competencies are up to standards required
Head of Academy	HOA	The manager responsible for academy business unit of CLAAS UK Limited
Training provider		A training provider is the organisation who suppliers the training element of apprenticeship eg. CLAAS UK Limited

