




**University of
Central Lancashire**
UCLan

Employer Complaints Policy for Employers of Apprentices

September 2024

Purpose of Policy	<p>This policy sets out the process for employer complaints as part of the quality assurance procedure for the degree apprenticeship provision.</p> <p>The objective of the policy is to ensure UCLan commits to a high quality of service to the employer and partners and has a supportive and responsive approach to dealing with complaints.</p>
Internal services involved	Research and Enterprise Service, Academic Quality Unit, Academic Registry
External rules relevant to policy	OFS, DfE
Enquiries to	Head of Workforce Development and Skills
Senior Manager responsible	Director, Research and Enterprise Service
VCG Lead	Pro-Vice Chancellor Research and Enterprise

Version	Approved	Effective from	Revisions made	Next Review
1	Yes	01.01.2023	n/a	31.06.2023
2	Yes	01.09.2024	Yes	01.09.2026

Professor StJohn Crean Pro Vice Chancellor Research and Enterprise	
Date	20.08.2024

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A. Introduction

UCLan is committed to providing a high-quality experience for all its customers through its teaching and its range of professional support services. It encourages a positive environment in which informal contact and feedback from customers which includes Apprentices, their employers/placement providers and commercial customers is welcomed and where complaints can be dealt with effectively.

Apprentices and commercial customers will be referred to as Learners in this document.

B. Scope of the Policy

This policy should be used by employers who wish to raise an informal or formal complaint through the complaint procedure.

C. Policy statement

UCLan is committed to continuous improvement and regularly seeks feedback from both learners and employers thus operating a continuous feedback model.

D. Policy principles

- To encourage positive and constructive feedback through the employer feedback policy which makes available various methods to support continuous improvement of the apprenticeships in partnership with employers and their experience with UCLan. We encourage this contact prior to any formal complaint being raised.
- To provide support to employers to encourage a solution focused approach.
- To encourage prompt resolution at an early informal stage.
- To encourage greater participation from employers in the quality assurance processes by means of opportunities which can include providing feedback and/or taking formal membership of relevant committees and boards if applicable.
- To ensure that UCLan has systems in place to make review, design, plan and implement improvements agreed as a result of a complaint.
- To provide a clear framework for employers who are not satisfied with UCLan services to raise their concerns and to ensure that UCLan responds effectively and in accordance with legislation.

E. Responsibilities

It is the responsibility of UCLan to ensure:

- that appropriate staff and employers are aware of this policy.
- through the Degree Apprenticeship Lead/Head of Schools to ensure the employers are aware of this policy and the employer complaints procedure.
- that all nominated staff who support complaints to ensure they comply with this policy.

F. To make a complaint

In the event of a complaint relating to the delivery of the Apprenticeship Programme, the employer may contact the Student Casework team, as follows:

Name: Student Casework Team

Title: Academic Registry

Email: studentcasework@uclan.ac.uk

Telephone: 01772 896401

Postal Address: Academic Registry, University of Central Lancashire, Preston, PR1 2HE

G. Breach of the Policy

If it is considered or found that this policy is breached by an employer or UCLan staff member it should be reported to the Academic Registry and due process will be followed- studentcasework@uclan.ac.uk

H. Glossary of Terms

1. Standard terms

Strategy	A formal document which provides a framework or plan of action as to how certain broad aims will be addressed by the University. Strategies are generally outward facing and published/ made available to both internal and external stakeholders.
Policy	A statement of intent, describing the approach or course of action the university is taking in respect of a particular issue. More often than not policies are internal, although there may be some exceptions, for example where there is a regulatory requirement to publish the policy.
Procedure	A defined way or method that must be undertaken to implement a particular policy or carry out a certain task(s). Not all policies will require a procedural document, while others will require more than one. Procedures may include a process map which outlines the specific steps that should be taken to complete the task.
Guidance	A <i>recommended</i> way or method for delivering an outcome, within a flexible framework.

2. Specific terms relevant to this policy

	None
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I. Appendices

Appendix A - Approving Bodies

Type of document	Final Approving Body	EIA
Approval of Academic Strategies	Academic Board on recommendation from relevant sub-committee	✓
Approval of University wide Strategies	University Board on recommendation from relevant sub-committee	✓
Approval of any major new Academic Policy	Academic Board on recommendation from the relevant committee	✓
The suite of policies which form the Student Contract	<u>Students, Teaching and Quality Committee</u>	✓
Policies and Procedures relating to quality assurance and enhancement, learning and teaching and assessment, student experience	<u>Students, Teaching and Quality Committee</u>	✓
Policies and Procedures relating to Research governance; policies relating to research and enterprise and Policies and Procedures relating to ethical approval at undergraduate, postgraduate taught and research level; research Integrity	Research Knowledge Exchange and Ethics Committee	✓
Policies and Procedures relating to equality, diversity, inclusion for both staff and students	Equality, Diversity and Inclusion Committee	✓
HR Policies & Procedures which form part of the staff contract	JNCC	✓
Service specific Policies and Procedures applicable to staff working in Professional Services	Appropriate Committee e.g. Registry Procedural Governance Group or where no committee is established Head of Service	As required
Guidance documents	Head of Service/ School on recommendation from the appropriate expert/ group or committee	-

