

Apprenticeship Employer and Partner Complaints Procedure

Purpose

1. Leeds Beckett University is committed to delivering high-quality services and operates to high ethical standards in accordance with law, and with the University's expectations of conduct, regulations, policies, codes, contracts and values. This procedure sets out how apprenticeship stakeholder concerns and complaints raised by employers and partners may be submitted, and how they will be investigated and addressed. Concerns and complaints will be handled in a fair, transparent, consistent, and timely manner.

Scope

2. This procedure is for use by:
 - Employers who have an active or historic formal contractual relationship with the University in relation to apprenticeship delivery;
 - Other apprenticeship related contractual stakeholders, such as procurement collaboratives, apprenticeship training agencies, or end point 'Assessment organisations'.
3. This procedure complements any applicable contractual provisions. Where a more appropriate procedure exists for consideration of a complaint, the matter will be referred to the relevant team or process. Acceptance of a formal complaint under this procedure is at the discretion of the Associate Director of University Degree Apprenticeships whose decision in this regard shall be final.
4. Anonymous complaints will not normally be investigated under this procedure.
5. The procedure is **not** for use by apprentices, who should use the [Student Complaints Procedure](#), or staff, who should use the relevant [HR policies and procedures](#). Students and staff may also disclose incidents of [bullying, harassment, abuse, sexual misconduct, or sexual violence](#), via the [Support, Report, Respect platform](#).

How does it work?

6. Complaints will be dealt with confidentially by all parties involved and records handled in accordance with the University's data protection and record retention requirements. There are three stages in the Apprenticeship Employer and Partner Complaints Procedure:

Stage 1: Informal Resolution

7. Wherever possible, we encourage concerns to be raised promptly with the relevant parties directly involved to facilitate early informal resolution.

Stage 2: Formal Resolution

8. If you are not satisfied with the outcome of informal resolution, a formal complaint may be submitted by emailing apprenticeships@leedsbeckett.ac.uk. To assist with the process, complaints should include the following information:
 - the word 'Complaint' in the subject header of the email
 - name of the apprenticeship programme(s)
 - names of individuals involved
 - an outline of any discussions that have already taken place to resolve the issue (including the names of staff involved and relevant dates)
 - a summary of the desired resolution/outcome
 - any other supporting information (for example, copies of correspondence relevant to the complaint)
9. Complaints will normally be acknowledged within 5 working days. In some cases, complaints may require immediate referral to an external body, in which case the relevant external processes will take precedence.
10. The Associate Director of University Degree Apprenticeships will consider the complaint and will aim to provide a written response within 15 working days. More complex matters may require additional time, in which case the complainant will be kept informed of progress.

Stage 3: Review

11. If you are not satisfied with the outcome of stage 2, or if new and material evidence becomes available or you have concerns about how the matter was handled, you may request a review of the decision to ensure the process was conducted fairly and in accordance with this procedure. Review requests must be submitted within **5 working days** of the written outcome and will be considered by a member of staff who is independent of the area which the complaint relates.
12. For apprenticeship employers contracted prior to September 2026, where the Contract Particulars state that the University's Apprenticeship Employer and Partner Complaints Procedure takes precedence over the Dispute Resolution terms, the contract dispute resolution provisions may be applied at this stage to resolve the complaint.

External Reporting

13. If you remain dissatisfied with the outcome of the University's internal process, you may, where appropriate, raise your concern with a relevant **external [regulator or oversight body](#)**.
14. Apprentices and Employers can also contact the National Apprenticeship Helpline regarding apprenticeship concerns, complaints and enquiries:
 - email: nationalhelpdesk@apprenticeships.gov.uk
 - Tel: 0800 015 0400

15. Where this procedure, and any contractual terms, have not satisfactorily resolved a complaint, employers and other stakeholders may escalate to the Department for Education at: [Complain about a further education college or apprenticeship - GOV.UK](#)

What other procedures may be more appropriate for my complaint?

- [Student Complaints Policy](#) (students/apprentices)
- [Admissions Complaints Procedure](#) (applicants)
- [Research Misconduct Policy](#) (students/apprentices)
- [HR policies and procedures](#) (staff)
- [Whistleblowing Policy](#) (staff)

Organisation	Leeds Beckett University
Target audience	Employers and other partners involved in apprenticeships
Owner	Director of University Degree Apprenticeships
Key Contact	apprenticeships@leedsbeckett.ac.uk
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