

CLAAS UK Ltd

Complaints Policy

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Distribution:	CLAAS UK Ltd Apprentice Cohorts & Apprentice Employers	Director Signature:	

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This policy should be read alongside the following CLAAS UK Ltd policies and procedures:

AP001 Complaints	AP003 Prevent
AP005 Equality & Diversity	AP006 Health & Safety
AP010 Safeguarding	AP014 Apprentice Behaviour & Conduct
AP015 Residential Apprentice Accommodation	AP017 E-Safety
AP018 Bullying and Harassment	

A copy of this policy can be found on our website, under CLAAS UK Ltd, complaints policy <https://www.claas.com/en-gb/career/apprenticeships>

1. 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 concerns or 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.

A concern is 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint is 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

2. 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

3. 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.

The majority of concerns can be dealt with through the informal stage of this procedure. The extent to which this was attempted and followed may be taken into consideration when assessing the reasonableness of a complaint, should it proceed to formal stages at a later date. The formal stages are only followed when all reasonable attempts to resolve concerns informally have proved unsuccessful.

Stage 1 – Informal Stage

- In the first instance, please speak to any CLAAS UK Ltd Academy representative who will be happy to talk to you and seek to resolve the matter informally.
- If after reasonable attempts to resolve the matter, 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 28 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 Department for Education
- The following link will provide further information, advice and guidance on how to raise a complaint with the Department for Education

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-dfe/complaints-about-post-16-education-and-training-provision-funded-by-dfe>

Version Information

Date	Section(s) amended	Brief Description
01/11/2022	None	Policy Reviewed
31/01/2024	Introduction	Added section, difference between a concern and a complaint
31/01/2024	Complaints and Appeals Procedure	Added detail to last paragraph regarding stages and changed from 14 to 28 working days
11/02/2025	Initial Section – A copy can be found on our website	Website address updated
11/03/2026	Section 4 – Further Action	ESFA changed to Department for Education