COMPLAINTS AND APPEALS POLICY

1. Sheldrake Training Limited is committed to delivering a high-quality service and encourages its learners to tell us where there is cause for concern and a case for improvement. This policy applies to all learners enrolled on civilian apprentices and/or courses provided by Sheldrake Training.

2. Sheldrake Training aim to handle complaints and appeals in a way that:

   a. Is fair and efficient.

   b. Treats them seriously, with sympathy and confidentiality.

   c. Facilitates early resolution.

   d. Allows Sheldrake Training or the Awarding Organisation to learn from the experience.

How to Complain or Appeal

3. This procedure will be briefed to all learners at induction and outlines several simple routes to be used by any apprentice, learner or user depending on the seriousness of the complaint or appeal. The following list indicates examples of the type of complaint or appeal covered by this procedure:

   a. Misinformation about an apprenticeship or course.

   b. Poor coaching/assessment/mentoring/supervision.

   c. Insufficient resources or facilities.

   d. The behaviour of a member of Sheldrake Training's staff.

   e. The behaviour of another apprentice/learner.

   f. The failure of the Sheldrake Training service.

4. Complaints and appeals will not always produce the outcome complainants are looking for. For instance, policy decisions or resourcing beyond Sheldrake Trainings control may affect the level of service provided. However, whatever the decision, Sheldrake Training undertake to inform the complainant of the results at all stages of a complaint or appeal and the reasons behind it.

5. For appeals against specific assessment results Sheldrake Training will follow the Awarding Organisation's guidance. Where this is the case, a member of Sheldrake Training's staff will be able to provide separate procedures.

Sensitive Issues

6. If a complainant has an issue which is not about the Sheldrake Training's services or teaching but instead relates to a more sensitive and personal issue such as harassment, you can refer to the Sheldrake Training 's separate procedures on equal opportunities which set out what actions you may follow and take. Alternatively, you can contact Sheldrake Training Director, who will talk with you in confidence so you may decide how to proceed.

The Sheldrake Training Guarantee

7. If you have a concern, do not hesitate to raise it. Sheldrake Training would like to hear from you as early as possible with the aim of resolving the issue and putting things right for the future.

8. Sheldrake Training welcome your views and suggestions. We will monitor all comments, complaints and appeals, treat them seriously and always follow our procedures and timescales. We will endeavour to continuously improve our service.

9. The complaints procedure is at Annex A of this document and the appeals procedure is at Annex B. The procedures are also located in all apprenticeship portfolios. The form to be used for any complaints is located at Annex C and must be used in all cases.

10. This policy will be reviewed and amended annually.

Version Control	
Policy Title:	Complaints and Appeals Policy
Version Number:	2.0
Originator(s):	Michelle Culshaw – Head of HR
Approved by:	Training Director
Date Approved:	09 May 2025
Review Interval:	Annually
Review Date:	June 2026

Complaints Procedure – Civilian Apprenticeships and Training Courses

Stage 1

Complaints of a minor nature to be raised immediately with Sheldrake staff.

Stage 1 will generally be a verbal process and resolution will sought at the lowest level as quickly as possible.

Sheldrake Training staff member works to resolve the complaint

If you are not satisfied with the response to your complaint, you should use stage 2

Stage2

Whereithasnotbeenpossibletoresolveinstage1youshould:

1. speakorwritetotheHRManageron01980845789

oremailatinfo@Sheldrake.co.uk

2. withasubjectheader:ComplaintorAppeal.
3. Orsendaletterorbyusingthecomplaintsform at Annex C.

Your complaint should be specific and comprehensive givingasmuchdetailaspossible.Youshouldalsostate what reasonable steps you believe should be taken to resolve the complaint.

If you are not satisfied with the response to your complaint you should proceed to stage 3

Stage 3

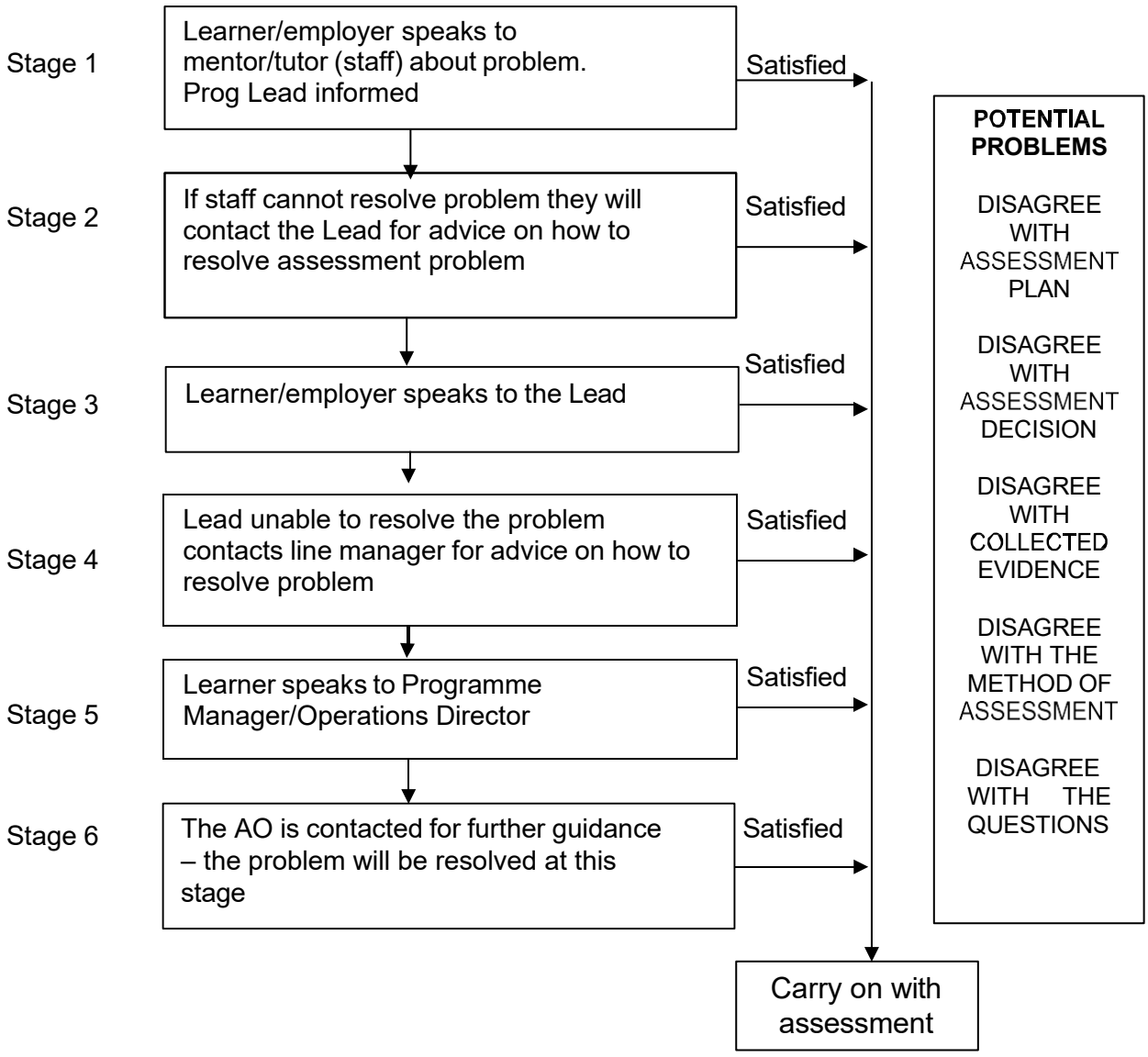
Your complaint form will be passed to the Operations Director at your request and acknowledged prior to his investigation. (email: johnlefeuvre@racpd.org.uk).

Stage 4

If despite the best efforts of our staff, you still remain concerned you can ask Sheldrake Board of Directors to investigate your complaint.
However, you must have followed steps 1 to 3 before doing so. The Operations Director will provide the details of the relevant Directors who can deal with Stage 4 complaints.

Sheldrake Training's Appeals Procedure
Civilian Apprenticeships and Training Courses

YOU HAVE THE RIGHT TO APPEAL AGAINST ANY DECISION ON COMPLAINTS



Note:

A full copy and breakdown of the Awarding Organisation's Appeals procedure is held in the Sheldrake Training centre file.

SHELDRAKE TRAINING
COMPLAINTS FORM

You should have tried to resolve your complaint with the department concerned before making a formal complaint. If you do not complete all parts of the form or fail to enclose all relevant documents the investigation into your complaint may be delayed.

YOUR DETAILS

Title (eg Mrs, Miss, Mr, Rank etc)	
Surname (family name)	
Forenames (given names)	
Service Number (if applicable)	
Course Title (if applicable)	
Address (include postcode)	
Mobile Number	
Email address	

YOUR COMPLAINT

Please briefly set out below the main points of your complaint. If you need more space, continue on the back of the form or a separate sheet of paper, which you must attach securely to this form.

WHAT STEPS YOU HAVE TAKEN SO FAR?

Explain briefly what steps you have taken to resolve your complaint and why you are not happy with the response.

WHAT WOULD YOU LIKE DONE ABOUT YOUR COMPLAINT?

Explain briefly what you might consider to be a satisfactory resolution to your complaint.

I believe that the facts stated in this complaint are true.

Signature ..... Date .....

Complaints and/or Appeals should be addressed to:

Sheldrake Training Ltd
Royal Artillery Barracks
Larkhill
SALISBURY
Wiltshire SP4 8QT

or alternatively emailed to:

info@Sheldrake.co.uk