



Built on botheredness . . .

the **enquire**
learning trust



Complaints and Appeals Policy

**Apprenticeship
Provision**



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Version History

Approved by:	Trustees
Last reviewed:	
Next review due by:	

Date	Author	Version	Comment
May 2026	Director of Governance		NEW

1. Vision

The Enquire Learning Trust (ELT) is committed to providing a consistently high standard of service. Our aim is to continually improve the experience of all learners, staff and partner organisations. We encourage open communication and ensure that learners, apprentices and employers feel confident to share feedback, express views, and challenge assessment decisions when necessary. We aim to provide high quality training for every participant to enhance provision within the education sector.

2. Policy Statement

ELT ensures that all learners understand their rights regarding complaints and appeals. We maintain clear channels of communication so that learners and employers can raise concerns or request guidance at any stage. We recognise our responsibility to address issues relating to qualifications developed or awarded by the Trust. All concerns are handled sensitively, promptly and transparently. There is a clear pathway to follow should learners feel they need to raise a complaint or make an appeal about a decision. Employees of ELT will follow the ELT complaints policy (see The Enquire Learning Trust Complaints Policy.)

3. Scope of the Policy

This policy applies to all Trust employees, those contracted to work for ELT, learners, apprentices and employers. Complaints may relate to assessment decisions or any aspect of the service provided by the Enquire Learning Trust. This includes qualifications overseen by external regulators. Appeals may relate to internal assessment decisions, outcomes of Trust-awarded qualifications, or results issued by external awarding organisations.

4. Aims of the Policy

The Trust aims to:

- Ensure all learners and employers understand their right to complain or appeal and know how to do so.
- Routes for communication are easily accessible for raising concerns or seeking advice.
- Ensure that all complaints are investigated thoroughly, transparently and in a way that is sensitive to our learners.
- Support complainants in escalating issues to relevant regulators if they feel that the ELT has not resolved the matter satisfactorily.
- Support learners through the appeals process and overturn internal assessment decisions where an appeal is upheld.

5. Implementation and Communication

This policy is introduced to all staff during induction and is available to staff, applicants, learners and employers on request in both digital and printed formats. ELT ensures that all delivery partners have a clear understanding of the complaints and appeals process. The complaints and appeals process is included within the Trust's standard service agreements with employers.

6. Complaints and Appeals Procedure

Concerns may relate to, but are not limited to:

- Outcomes of assessment decisions
- Quality of the programme being delivered
- The conduct or professionalism of staff

Informal Resolution

Where possible, concerns should first be raised informally with the learner's coach, tutor or the relevant member of the Trust's support or management team.

Submitting a Formal Complaint or Appeal

The complainant may submit their concerns by phone, email or in writing.

Telephone: 01924 792960

Email: sara.gartshore@enquirelearningtrust.org

Address: 18 Appleton Court, Durkar, Wakefield, WF2 7AR

Complaints or appeals will be forwarded to the Trust's Quality Manager. The Trust's Quality Manager will then follow the steps below:

Informal resolution

The Quality Manager will contact the complainant within five working days to discuss the issue and either:

- Resolve the matter immediately and provide a written summary, or
- Gather full details and conduct an investigation with relevant staff.

A written response will be provided within 20 working days (or within 30 days for data protection-related matters).

If the Quality Manager is unavailable, another suitably senior and independent colleague will be appointed.

For appeals relating to qualifications awarded by external organisations, if the Trust does not uphold the appeal, the complainant will be directed to the awarding body's appeals process.

If the appeal relates to a Trust-awarded qualification and remains unresolved after internal processes, the complainant may escalate the matter to the appropriate regulator.

If unresolved, the complainant may proceed to Stage 1.

Stage 1

If the complainant remains dissatisfied, they may escalate the issue within five working days to the Trust's Director of People (or another director in their absence).

Complaints should be submitted using the Trust Complaint Form (unless the complainant has a sufficient reason to request a reasonable adjustment be made to amend this).

The Trust will acknowledge receipt within 5 working days.

A full response will be provided within 20 school days, unless exceptional circumstances apply.

Stage 3

If the matter is still unresolved, the complainant may escalate it within five working days to the Trust's CEO.

At each stage, the Trust will acknowledge receipt within five working days and aims to provide a full response within 20 further working days.

If the complaint relates to apprenticeships and remains unresolved after internal processes, the complainant may contact the Department for Education or the National Apprenticeship Helpline.

Unresolved data protection complaints may be escalated to the Information Commissioner's Office (ICO).

The Trust may need to share complaint details internally or externally to conduct a full investigation.

Serial or Duplicate Complaints

Complaints already addressed may be considered “serial” and not responded to again.

New aspects of a previously resolved complaint will be considered afresh.

7. Responsibilities

- The Trust board hold overall responsibility for ensuring compliance with legislation, regulatory requirements and internal policies.
- The Quality Manager oversees the complaints and appeals process, maintains electronic records of all complaints using the MIS system and ensures timely acknowledgement and tracking. It is their responsibility to see each complaint through the entire process from receipt to resolution.
- The Trust’s Quality Manager promotes the policy’s principles and ensures appropriate training and monitoring for all staff
- All staff and contractors must support the policy and report any complaints they receive directly, encouraging complainants to follow the ELT policy.

8. Breaches of the Policy

Any breach of this policy—whether by staff, contractors, learners or employers—will be taken seriously, investigated thoroughly and addressed with appropriate action.

9. Monitoring and Review

This policy will be reviewed every two years or sooner if significant regulatory or legislative changes occur.

10. Supporting Documents

The Trust maintains several related policies, including:

- ELT Complaints Policy
- ELT Whistleblowing Policy