**LEARNER / STUDENT COMPLAINTS PROCESS**

Essex Partnership University NHS Foundation Trust recognises that on occasions Learner / Students may wish to seek redress for grievance relating to training, assessment or support provided. In this respect it is the Trust’s policy to encourage free communication between Learner / Students and the Education Centre. Should any such problems arise Education Centre will endeavour to resolve the matter quickly and efficiently. The following describes the action to be taken by Learner / Students.

In the first instance, the Learner / Student should discuss the issue with their Tutor / Assessor to try and reach an agreed solution.

If the Learner / Student is unhappy with the response provided to them, they can progress the matter escalate the identified complaint to the Head of Workforce Development and Training: [Anthea.Hockly@nhs.net](mailto:Anthea.Hockly@nhs.net)

The Professional Training & Apprenticeships manager will investigate the complaint to determine justification, and will respond to the Learner / Student with their findings within 21 working days (from the day of receipt).

The Professional Training & Apprenticeships Manager will acknowledge the complaint within 5 working days of receipt.

If the matter cannot be resolved at this level, the Learner / Student should complete the Learner / Student complaints form and sent to the Professional Training & Apprenticeships Manager [–nigel.hughes2@nhs.net](mailto:–nigel.hughes2@nhs.net)

**Appendix 9a.**

**Learner / Student Complaints Form**

THIS FORM IS TO BE COMPLETED BY ANY LEARNER / STUDENT WHO HAS A  
COMPLAINT ABOUT THE APPRENTICESHIP PROGRAMME THAT HAS NOT BEEN RESOLVED BY THE ASSESSOR/TRAINER. PLEASE SEND THE FORM (PASSWORD PROTECTED) TO: [nigel.hughes2@nhs.net](mailto:nigel.hughes2@nhs.net)

|  |  |  |  |
| --- | --- | --- | --- |
| Learner / Student Complainant |  | REF |  |
| Cohort |  |  | |
| Signed |  | Date |  |

|  |  |  |
| --- | --- | --- |
| Complaint | | |
|  | | |
| Date | Acknowledgement of receipt of complaint sent to student | Signature |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Complaint outcome and resolution : | | | | | | | |
|  | | | | | | | |
| Student informed | | Date | | Signature | | | |
| Is the Learner / Student satisfied with your response? |  | Yes |  | No |  |  |  |
| If NO is ticked complaint to be escalated to Head of Workforce development and Learning | | | | | | |  |