

Contents

Introduction	3
Definitions	3
Guide to making a complaint	3
Stage 1 – informal complaints	3
Stage 2 – formal complaint	3
Stage 3 – review	4
Stage 4 – complaints adjudicator	4

Introduction

This document explains the procedure for making a complaint about services or facilities provided by the University for employers of apprentices. The University has a separate complaints procedure for students, which can be found on the University website (www.chi.ac.uk).

The University intends to manage complaints in a manner which:

- Encourages informal and early resolution;
- Is efficient and fair;
- Ensures our services improve as a result.

Complaints will be dealt with sensitively and in confidence, with due regard to any applicable legislation. In determining whether a complaint is justified or not, the standard of proof is on the

Stage 3 – review

If the employer is not satisfied with the outcome, a review may be requested by the employer. The