

## Complaints Policy and Procedure

### Contents

What is a complaint? .....	2
How to make a complaint .....	2
Complaints procedure .....	2
Escalation .....	3
Managing Director .....	3
End Point Assessment Organisation (EPAO) .....	3
National Apprenticeship Service .....	3
Version Information .....	4

## Complaints Policy and Procedure

At MERCURI INTERNATIONAL (UK) LTD we strive to give our customers the best possible service that they expect, we recognise that sometimes things may go wrong. If for any reason you are dissatisfied with the service that we provide, please let us know so we can deal with your query and improve the service we provide.

### What is a complaint?

A complaint is when you inform us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver a service on time
- When we give you, the learner, wrong information
- When you receive a poor-quality service
- When you have a problem with a member of staff

We ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously and with the utmost professionalism
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

However, when a complaint is received it will be dealt with efficiently, with the aim of resolving the issue as quickly as possible, to the satisfaction of the learner and/or employer.

Employers or learners should make complaints to MERCURI INTERNATIONAL (UK) LTD in the first instance who will do their utmost to resolve the concern before any escalation is recommended.

### How to make a complaint

If you wish to make a complaint you can contact MERCURI INTERNATIONAL (UK) LTD in any of the following ways listed below:

Tel: 0330 900 0800

E-Mail: [info@mercuri.co.uk](mailto:info@mercuri.co.uk)

Post: Forward House, 17 High St, Henley-in-Arden B95 5AA

### Complaints procedure

If we receive a complaint, we will try to resolve it immediately if we can and notify you of the outcome. We will send:

- An acknowledgement within two working days
- Details of who will be dealing with the complaint
- Final response within 10 working days

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If we are unable to resolve the complaint immediately, we will:

- Ask for any further information required
- Within 10 working days:
  - Send a response
  - Update you and state when we hope to complete our investigations

We record all complaints and review them to consider if we need to make any changes to improve our services or prevent a re-occurrence.

## Escalation

### Managing Director

If for any reason you are unhappy with our response to your complaint you can contact Barry Hilton, Mercuri's Managing Director:

Tel: 07740 592434

E-Mail: [barry.hilton@mercuri.co.uk](mailto:barry.hilton@mercuri.co.uk)

### End Point Assessment Organisation (EPAO)

If you are not satisfied with the response from the Managing Director, you can escalate your complaint to our EPAO.

If a recognised ATO or Employer wishes to enquire about a learner's results or wishes to enquire about any other aspect of the APS Apprenticeship Programme or assessment, they may do so by following the APS Enquiries Procedure. For further advice and guidance see the 'APS Enquiries, Complaints and Issues Procedure', which can be found on the APS website [www.the-aps.com](http://www.the-aps.com)

### National Apprenticeship Service

if you are not satisfied with the response from the EPAO regarding Apprenticeship delivery you can contact the National Apprenticeship Helpline on 0800 015 0400 or email [nationalhelpdesk@apprenticeship.gov.uk](mailto:nationalhelpdesk@apprenticeship.gov.uk)

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### Version Information

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