



# Our Apprenticeship Employer Complaints Policy, Procedure and Process

Siemens Mobility

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## 1. Overview

Siemens Mobility Professional Education is committed to providing high quality apprenticeship delivery to both its internal and external apprentices and customers. We aim to be responsive to concerns when they are raised. External apprentice employers are important to us and we welcome any positive feedback or concerns, so that we can urgently address these and resolve any issues for the benefit of the employer and apprentices.

## 2. Purpose

As a main apprenticeship training provider, Siemens Mobility Professional Education seek to resolve any complaints that may arise from an employer of an apprentice registered on an apprenticeship in an appropriate manner for the benefit of all concerned. The Education and Skills Funding Agency (ESFA) requires all main providers to provide employers with a written complaints and dispute resolution policy and process. This policy addresses that requirement by setting out the framework for employers to raise and resolve complaints and disputes. Any actions taken as a result of complaints will help Siemens Mobility Professional Education to improve the quality of education that it provides for apprenticeships.

### 3. Scope

This policy can be used for all complaints that employers wish to raise with Siemens Mobility Ltd regarding apprenticeship delivery only. Apprentices will be directly informed about the complaints process in the Apprentice complaints policy, procedure and process and in their commitment statement upon joining. For all other complaints or grievances the apprentice must refer to their company's grievance policy and procedure.

### 4. Objectives

The desired objectives of the policy are:

- To handle complaints with the strictest confidence and resolve by the appropriate member of staff at the earliest opportunity
- To ensure that the decision-making processes for complaints and disputes are fair and transparent to the employer
- To make sure all complaints are investigated fairly and in a timely way
- To ensure complaints are, wherever possible, resolved and that relationships are repaired
- To give all parties a clear process for escalating concerns that cannot be resolved at a local level
- To gather information which helps us to improve our provision by identifying trends and take appropriate action, including adding to the risk register.

### 5. Complaints and Dispute Resolution Procedures

Where the employer has a complaint in connection with the agreement or supply of services, they should email or post a written outline with all relevant evidence to their Relationship/Client Account Manager in the first instance. Contact details will be confirmed at the start of the engagement with the main provider, documented in the training services agreement and commitment statement, and re-enforced at the start of the academic year.

The complaint is recorded and stored in the local Siemens business by the Relationship/Client Account manager and Siemens Mobility Professional Education are informed accordingly. All

complaints will be responded to in writing within 5 working days and an attempt to resolve the complaint, or agree next steps to resolve the issue. If no resolution can be made or if further investigation is needed, this may take up to 30 days to resolve but timescales to seek a conclusion will be discussed and agreed by all parties.

Where the complainant is not satisfied that the complaint is being managed appropriately at a local level, employers should escalate their complaint by emailing or posting it to:

Oyiego Eneje - Head of Siemens Mobility Professional Education UK

[Oyiego.Eneje@siemens.com](mailto:Oyiego.Eneje@siemens.com)

Siemens Mobility Professional Education UK

Siemens Mobility

Sopers Lane

Poole

BH17 7ER

Employers may also contact the ESFA helpdesk using the email and phone number below for resolving any queries or complaints regarding the quality of the apprenticeship provision:

**ESFA complaints team**

[Nationalhelpdesk@apprenticeships.gov.uk](mailto:Nationalhelpdesk@apprenticeships.gov.uk)

Helpdesk: 08000 150400

The Complaints Adjudicator will process all complaints in line with the procedure outlined here:

<https://www.gov.uk/government/organisations/skills-funding-agency/about/complaints-procedure>

**A copy of this policy is available on our Siemens Apprenticeship page:**

<https://new.siemens.com/uk/en/company/jobs/search-careers/apprenticeships.html>