

Complaints Policy - Apprenticeships

Policies & Procedures Applicable to Apprenticeship. See Handbook for full details as required		
Policy	Procedure	First Point of Contact
Complaints/ Appeals	<p>In the event that either employer or apprentice have concerns or complaints/appeals regarding this apprenticeship that cannot be resolved by the Program Director you should escalate this to the Associate Dean (Quality), Andrew Hyams, who will advise on the next steps of the Provider complaints/appeals process</p> <p>The process will be that apprentices will firstly go to Hult Ashridge to raise a complaint/appeal. This can be relating to the Academic and the General Regulations. Once they have followed through the Hult Ashridge process and have exhausted all channels completed and a Completion of Procedures (CoP) letter has been issued, if the student is not happy with the outcome then they can appeal to the OIA (www.oiahe.org.uk) within 12 months of the date of the CoP letter for a review of the case</p> <p>You may also escalate a complaint to the Education & Skills Funding Agency's apprenticeship helpline</p>	<p>Matt Wikeley, Program Director matt.wikeley@ashridge.hult.edu Andrew Hyams Associate Dean (Quality) andrew.hyams@ashridge.hult.edu</p> <p>OIA (www.oiahe.org.uk)</p> <p>The ESFA Apprenticeship helpline can be contacted on 0800 015 0400 or by email nationalhelpdesk@apprenticeships.gov.uk</p>

See also: Hult Ashridge Qualifications and Apprenticeships Complaints Policy
https://a.storyblok.com/f/45434/x/f0d3360650/extracts-from-hult-ashridge-academic-regulations-complaints-procedure-process-21_22.pdf