



## Feedback, comments and complaints

### Feedback and comments

Throughout the apprenticeship programme, it is vital the university gather feedback from stakeholders and effectively deal with feedback, comments and complaints. This will enable programme delivery to be reviewed effectively, considering the views of apprentices and employers.

The university gather feedback about the academic programme and students' experience of the university. This feedback is analysed by the course teams and used to inform decisions about changes to the curriculum for the degree. Apprentice course representatives also attend the annual course reviews to ensure their input into these. The survey is categorised by different types of students, so the feedback relating to apprenticeships are differentiated. This helps the course teams ensure the curriculum delivery meets the needs of the apprentices. The apprenticeships team will review the feedback received and address any issues that arise.

The apprenticeships team will gather feedback formally about the apprenticeship programme through annual surveys sent to the apprentice and employer. Feedback is also gained throughout the apprenticeship programme during tripartite reviews, employer forums, direct communication from employers and apprentices through phone-calls and emails, regular meetings with employers etc. Feedback received is dealt with according to its' nature and helps with continual improvements to the apprenticeship programme.

Course tutors will also provide feedback throughout the programme and report any concerns or issues.

Should an apprentice leave the programme early, they are asked to complete a leaver form and provide feedback about their experience and reasons for leaving. This feedback is recorded and analysed to monitor reasons for leaving and the time on programme, to help evaluation of the apprenticeship programme. Should there be any actions from feedback, it will be included within the apprenticeship quality improvement plan and actions agreed for resolution. The quality improvement plan is update and monitored through the apprenticeship working group meetings.

Analysis of feedback and complaints are included within the self-assessment report and will contribute towards the quality improvement plan actions where relevant.

Apprentices and employers will be interviewed during the apprenticeship programme to enable case studies to be written and blogs that are shared on the university website and through social media. Feedback and comments gained from these will be recorded within the article written and published.

### Complaints

Complaints are dealt with according to the role of the complainant. In the first instance, any issues, complaints or concerns to be directed to the apprenticeships team: [apprenticeships@harper-adams.ac.uk](mailto:apprenticeships@harper-adams.ac.uk) 01952 815054.

Where the issue or complaint cannot be resolved by the apprenticeships team:



#### Employer:

If unable to be resolved by the apprenticeship team:

Refer to the [ESFA complaints procedure](#)



## Apprentice:

### Defining the complaint (Apprentices)

It is expected that the apprentice will raise their own concern or complaint, rather than a third party.

Extract from [Complaints Procedure](#), Harper Adams University, January 2021 p5

1. For the purpose of this procedure, a complaint may be defined as:

*'An expression of dissatisfaction by one or more student about the standard of service, action or lack of action by, or on behalf of, the University.'* 2. A complaint may relate to:

- The quality and standard of service
- Failure to provide a service
- The quality of facilities or learning resources
- Treatment by or attitude of a staff member or contractor
- Inappropriate behaviour by a staff member or contractor, including discrimination
- The failure of the University to follow an appropriate administrative process
- Dissatisfaction with a University policy, although it is recognised that policy is set at the discretion of the University
- The refusal of a reasonable adjustment request by a disabled student under the terms of the Equality Act 2010 and as set out in the Learning, teaching and assessment policy for students with disabilities and guidance for staff, students and applicants.

For issues relating to the grading of assessments, contact the course leader initially and then refer to the [Academic Appeals policy](#)

For issues relating to the conduct or behaviour of other students, see the [Student Conduct and Discipline Policy](#)

Should the apprentice have concerns about the employer that cannot be resolved through their own grievance policies and procedures, contact the National Apprenticeship helpdesk: [helpdesk@manage-apprenticeships.servive.gov.uk](mailto:helpdesk@manage-apprenticeships.servive.gov.uk) 08000 150 600