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| **EMPLOYER COMPLAINTS FORM (APPRENTICESHIPS)**  **(Formal Stage)** | | | |
| You should complete this form if you want to formally raise concerns related to apprenticeship programme delivery or about the standard of service provided by or on behalf of the University in relation to apprenticeship provision.  Before completing this form and beginning formal procedures, you should first have attempted to resolve the matter informally (also referred to as early resolution). Support and advice is available from the Apprenticeships Hub on early resolution ([apprenticeships@uos.ac.uk](mailto:apprenticeships@uos.ac.uk)).  To begin the formal procedure, complete this form as indicated in each section. You will need to provide details of your attempts at early resolution and attach all evidence relevant to your complaint. If you have any concerns or queries about filling in the form, the Apprenticeships Hub will be pleased to discuss these with you. | | | |
| **SECTION A - YOUR PERSONAL DETAILS** | | | |
| Full Name |  | | |
| Job Title |  | | |
| Company / Organisation |  | | |
| Preferred address for postal correspondence |  | | |
|  | | |
|  | | |
|  | Postcode |  |
| Telephone Number |  | | |
| Email Address |  | | |
| ***NOTE:*** *Acknowledgement of receipt of your form and any progress updates will be sent to your email address provided above.* | | | |
|  | | | |
| **SECTION B – APPRENTICESHIP PROGRAMME DETAILS** | | | |
| Apprenticeship programme concerned |  | | |
| Apprentice(s) concerned (where relevant) |  | | |

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| **SECTION C – YOUR COMPLAINT** |
| **C1: What does your complaint relate to?** *Please provide details of your complaint* |
|  |

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| **C2: What attempts have you made at early resolution?** *Please provide below details of the action you have taken to try to resolve your complaint informally* |
|  |
|  |
| **C3: How would you like your complaint to be resolved?** |
|  |

|  |  |
| --- | --- |
| **SECTION D – SUPPORTING EVIDENCE** | |
| **Please list below the evidence you are attaching to support your complaint** | |
|  | |
|  | |
| **SECTION E - DECLARATION** | |
| I confirm that the information given on this form and in supporting documents is true to the best of my knowledge and belief.  Where my complaint is in relation to an issue affecting individual apprentice(s), I confirm that I have their consent to submit the complaint and to share their personal data for the purpose of dealing with the complaint.  I agree that my complaint may be disclosed to relevant members of the University community to the extent necessary for its consideration. | |
| Signed |  |
| Date |  |

***Where to submit your formal complaint***

Once completed, this form and your supporting evidence should be submitted to the Apprenticeships Hub:

Email: [apprenticeships@uos.ac.uk](mailto:apprenticeships@uos.ac.uk)

Post: Apprenticeships Hub

University of Suffolk

Waterfront Building

Neptune Quay

Ipswich

Suffolk IP4 1QJ

For more information about how your complaint will be dealt with, please see the   
[Employer Complaints and Dispute Resolution Procedure: Higher and Degree Apprenticeships](https://www.uos.ac.uk/sites/default/files/employer-complaints-procedure-apprenticeships.pdf)