



Mercedes-Benz Apprentice Customer Academy Complaints Policy & Process

Introduction

Mercedes-Benz Apprentice Academy is committed to providing the best possible service that we can. We recognise that sometimes customers will feel that they have cause to complain about the service they have received.

We encourage all feedback from customers, including complaints, and have developed a Complaints Policy and an associated Complaints Procedure. Our Complaints Policy explains our broad approach to handling all complaints. Our Complaints Procedure provides clear information on how individual complaints are managed and escalated.

Reports relating to complaints will be responded to in accordance with our Policies and Procedures. If you are not satisfied with the way we have handled your complaint, you can complain to the Education and Skills Funding Agency (ESFA) within 3 months of getting a decision from the Apprentice Academy.

Aims

Mercedes-Benz Apprentice Academy aims to resolve complaints quickly, fairly and effectively. We will:

- Aim to put things right quickly for our customers when they go wrong
- Keep our customers informed of the progress of their complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our customers of their right to appeal if they remain dissatisfied after their complaint has been through all stages of the internal Complaints Procedure

Implementation

Mercedes-Benz Apprentice Academy Complaints Policy and associated Procedure will be readily available to customers. Together, they detail how to make a complaint and the escalation route.

What is a complaint?

A complaint is when a customer tells us that they are not happy with something that we have done or not done, and we have not put things right.

Who is a customer?

A customer is anyone who contacts Mercedes-Benz Apprentice Academy to request a service, or is in receipt of a service.

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How can complaint be made?

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Any customer wishing to make a complaint can do so by e-mail.

What is the process for making a complaint?

The process for making a complaint is detailed in the Complaints Procedure. This is a single document for use by Mercedes-Benz Apprentice Academy colleagues and customers.

Monitoring

Mercedes-Benz Apprentice Academy is committed to continuous improvement in service delivery.

Our Service Standards for Complaints are:

- We will make it easy and straightforward for you to make a complaint
- We will endeavour to respond to your complaint within a reasonable timeframe and keep you informed
- We will ensure you have a full explanation to your complaint in your preferred format
- We will tell you if changes have been made to services following your complaint
- We will review our Complaints Policy at regular intervals

Responsibilities

The Programme Management Team and all those in managerial or supervisory roles are responsible for developing and encouraging good customer care handling practice within their teams.

Compliance with Customer Complaints Policy is the responsibility of all members of the Apprentice Academy who deal with customers.

Communication

Our Customer Complaints Policy is available in hard copy. Please contact the Apprentice Academy if you wish to access this document in another format.

Training will be provided for staff to ensure awareness is raised and that staff have a clear understanding of customer complaints and their responsibilities.

Equality & Diversity

Customers have a right to express dissatisfaction with the services they receive from Mercedes-Benz Apprentice Academy. Customers using this policy can expect to be treated fairly and without discrimination.

The Company has an Equality & Diversity Policy that covers all aspects of equality.

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Complaints Process

If you are unhappy with the service provided by Mercedes-Benz Apprentice Academy - whether it is the learning experience, framework assessment, the support you are receiving or about staff or the Academy itself - we promise to take your complaint seriously and treat it as confidential. We also aim to resolve your complaint as speedily as possible.

If you have a complaint about any decision that we have made that affects you, for example, if you disagree with an examination result, you should use the relevant awarding organisation's appeals procedures, which we can advise you on. For all other issues and grievances, use the Complaints Procedure.

We are always pleased to receive compliments and complaints because they help us improve the service we provide, both for you and other learners. We're also interested in your ideas for improving our services. We use the information you give only to improve things. Passing on personal information about you is protected by Data Protection Regulation.

If you want to complain, here's what you can do:

It helps if you complain straight away to the people involved, as they may be able to put things right immediately. In this instance you would raise your concerns with a Development Coach or Trainer. At any stage, you can register a formal complaint by email. Give as much information as you can, including times, dates, places and names. Contact Mercedes-Benz Apprentice Academy via email: mb.apprentice.academy@daimler.com.

If you are not satisfied with the outcome of your complaint you can appeal the outcome to the Education & Skills Funding Agency at complaintsteam@sfa.bis.gov.uk

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Complaints Procedure

The Training Provider, Mercedes-Benz, is responsible for the Apprenticeship Programme. If you are unhappy with the service provided by the Apprentice Academy, we promise to take your complaint seriously and treat it as confidential. We also aim to resolve your complaint as speedily as possible. In the first instance you should submit your complaint via e-mail to the Apprentice Academy where it will be handled by a Development Coach or Trainer.

Name	Apprentice Academy	Email	mb.apprentice.academy@daimler.com
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In the instance that queries or complaints cannot be resolved by the Development Coach or Technical Trainer, they will be escalated to the Apprentice Academy Programme Management Team for consideration and resolution.

Name	Programme Management Team	Email	mb.apprentice.academy@daimler.com
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In the instance that queries or complaints cannot be resolved by the Programme Management Team, they will be escalated to the Mercedes-Benz Apprentice Programme Operations Manager for consideration and resolution.

Name	Helen Taylor	Email	helen.taylor@daimler.com
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Role	Mercedes-Benz Apprentice Programme Operations Manager		
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Following the submission of a complaint, if you do not believe it was handled correctly, you can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled. You must contact the ESFA within 3 months of getting a decision from the Training Provider (Mercedes-Benz). You must email or post your complaint to the ESFA Complaints Team.

Name	ESFA Complaints Team	Email	complaintsteam@sfa.bis.gov.uk
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Address	Complaints Team Education and Skills Funding Agency Cheylesmore House Quinton Road Coventry CV1 2WT Tel: 08000 150400		
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ESFA Complaints Team

ESFA will acknowledge your complaint within 5 days and will let you know what will happen next.

If you're unhappy with the ESFA response

You can write to the Complaints Adjudicator to decide on your case if you're unhappy with how the ESFA has dealt with your complaint.

Address	Legal and Information Compliance Education and Skills Funding Agency Cheylesmore House Quinton Road Coventry CV1 2WT		
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