

The Company defines a complaint as: ‘an expression of dissatisfaction concerning the provision of a training or administrative service when the complainant has drawn his or her concern to the attention of The Company and is not satisfied with the response’.

- SmartTAR are committed to ensuring all complaints are dealt with in a fair and timely process.
- In the event of a complaint being raised, initially the employer or learner should approach their assigned tutor. To escalate, or if this path is deemed inappropriate, please email: customerservice@smarttar.co.uk to speak to a senior leader (see “Making a Formal Complaint” section below)

Making a Formal Complaint

Stage One

- Contact the appropriate Manager at Smart or e-mail customerservice@smarttar.co.uk to register your complaint.
- Although a simple matter can be dealt with by telephone, to ensure that your complaint is accurately recorded we encourage you to put it in writing and send it by post or e-mail.
- A concise, numbered sequence of points can be a helpful way to set the situation out clearly.
- The appropriate Manager will send a reply registering receipt and within ten working days a comprehensive update of your complaint
- If we cannot give you a full reply within that time we will indicate when we are likely to be able to do so.
- To safeguard confidentiality our reply will be sent to you direct by email.

Stage Two

- If, when you receive our reply to your complaint, you are not satisfied that everything possible has been done to answer it, you can ask for your case to be reviewed by a Director.
- At this stage in the complaint process we ask that you put your complaint in writing and address it to a Director at the Company or customerservice@smarttar.co.uk which is received by the Directors and MD at Smart.
- You should include:
 - 1.Full details of the substance of your complaint and all matters related to it.
 - 2.Details of other staff members of the Company with whom you have had contact in relation to your complaint.
 - 3.Copies of any previous correspondence with the Company related to your complaint, or sufficient information to help us trace such correspondence quickly.
- You are also invited to suggest what action you think the Company should take to resolve your complaint.
- The Company will send an acknowledgement of your complaint within 24 hours (excluding weekends) days of receiving it, acknowledging receipt and confirming the date a full reply can be expected from a Director (usually within ten working days)•The Director will send you a full reply within the above timescale or, if that is not possible, contact you again to let you know when you can expect a full reply along with reasons for the delay.

Stage Three

- If, when you have a full reply from a Director, you are still not satisfied that everything possible has been done to answer your complaint, you can ask the Director to refer it to the appropriate funding and / or awarding body, alternatively you can do this yourself (see “Escalation” section below)
- The Company will acknowledge your request within three working days and obtain a contact name to further your complaint.
- The Company will pass all correspondence in relation to the complaint to the appropriate funding/awarding body to assist in their evaluation of the complaint.

Escalation:

If still dissatisfied, you have the right of escalation to our governing body – the ESFA Call ESFA Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk