|  |  |  |  |
| --- | --- | --- | --- |
| **EMPLOYER COMPLAINTS FORM (APPRENTICESHIPS)**  **(Review Stage)** | | | |
| You should complete this form if you have been notified of the outcome of your Formal Stage Complaint and are still not satisfied.  Before completing this form it may be helpful to seek advice about your concerns from the Apprenticeships Hub ([apprenticeships@uos.ac.uk](mailto:apprenticeships@uos.ac.uk)).  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 FORMAL STAGE COMPLAINT** |
| **When did you submit your formal stage complaint?** |
|  |
| **What was the outcome of your formal stage complaint?** |
|  |
| **When were you informed about the outcome of your formal stage complaint?** |
|  |

|  |  |  |
| --- | --- | --- |
| **SECTION D – YOUR REVIEW STAGE COMPLAINT** | | |
| **D1: What are the grounds for your review stage complaint?** *(Please tick all that apply and provide details below)* | | |
|  | There is new information put forward by the employer that was not known to the Investigating Officer dealing with the original complaint and which could not have reasonably been made known to the Investigating Officer before they made their decision | |
|  | Evidence put forward at the formal stage was not fully and properly considered and/or the outcome was not reasonable in the circumstances | |
|  | There was procedural irregularity, prejudice and/or bias, or the appearance of prejudice and/or bias in the conduct of the formal stage | |
| **Please explain the reason for your review stage complaint** | | |
|  | | |
| **D2: How would you like your complaint to be resolved?** | | |
|  | | |
|  | | |
| **SECTION E – SUPPORTING EVIDENCE** | | |
| **Please list below the evidence you are attaching to support your complaint** | | |
|  | | |
|  | | |
| **SECTION F - 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 review stage 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)