

Policy Title:	Complaints Policy
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Responsibility:	Vicki Wilson
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Statement

We are a provider of training programmes and opportunities, based in England. As we recruit and train employed individuals, we take a serious view of our responsibilities towards complaints and associated matters.

TACK TMI (part of Gi Group Recruitment Ltd) strives for high standards in service delivery and welcomes feedback from Apprentices, individuals, employers and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our service.

Purpose

The objectives of TACK TMI's (part of Gi Group Ltd) Complaints Policy and Procedure are to:

- Ensure everyone knows how to provide feedback and how a complaint will be handled.
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear timeframes.
- Provide individuals with a fair and effective way to complain about our service.
- Ensure that complaints are monitored and used to improve our services.

Gi Group/Tack TMI Apprenticeships will ensure that we:

- Listen carefully to complaints and treat complaints as confidential, where possible.
- Record, store and manage all complaints accurately and in accordance with General Data Protection Regulations (GDPR).
- Investigate the complaint fully, objectively and within the stated timeframe.
- Notify the complainant of the results of the investigation and any right of appeal.
- Inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence.
- Report to the Leadership and Management Team the number of complaints received monthly, the outcomes of investigations and any actions taken or changes made.

Scope

This policy applies to all Apprentices, employers and stakeholders.

Complaint Definition

A complaint is a statement made by an individual or organisation, detailing a grievance with a process they feel is unacceptable or unsatisfactory. This must be raised via an official procedure as stated in the Complaints Policy.

Procedure

- Email your complaint to Apprenticeship Operations Manager vicki.wilson@tacktmiglobal.com. Upon receipt the steps listed below will be actioned:
- This procedure also applies to informal complaints received via a third party e.g. member of staff.
- The Apprenticeship Operations Manager is responsible for managing and investigating all complaints.
- On receipt, all complaints are recorded on the complaints log.
- The complainant will receive an acknowledgement within 48 hours.
- The Senior Director and/or Apprenticeship Operations Manager will investigate the complaint by gathering information and evidence from relevant members of staff.
- The complainant will receive a response to their complaint from the Head of Apprenticeships and/or Apprenticeship Operations Manager within 7 days of the original date of receipt.
- The Senior Director and/or Apprenticeship Operations Manager will record details of their investigation and any outcomes on the Complaints Log.
- In the event that the complainant is unhappy with the outcome of the investigation, they have a right of appeal and can escalate their complaint to the Senior Director within 10 working days of the outcome being communicated to them.
- The Senior Director will investigate and provide a written response to the complainant within 15 working days explaining the outcome of the complaint.
- If after this, the Apprentice is not satisfied with the final decision made by TACK TMI (part of Gi Group Recruitment Ltd), they can raise their complaint to the relevant Awarding Body.
Please see appeals policy
- Should you address your appeal to the Awarding Organisation and remain unhappy with the outcome, you may then raise your appeal to DfE.
- Complaints about qualifications, examinations and tests, should be directed to the [Office of Qualifications and Examinations Regulation \(Ofqual\)](#), who will carry out their own investigation and make a decision.
- The Apprenticeship Operations Manager will record the outcome of the appeal on the Complaints Log.

Example

- Stage 1 Complain – if you are not happy with the TACK TMI (part of Gi Group Recruitment Ltd) response move to stage 2.
- Stage 2 Appeal if you are not happy with the TACK TMI (part of Gi Group Recruitment Ltd) response then move to stage 3.
- Stage 3 Escalate complaint to the Awarding Organisation
- Stage 4 Final request for review to the Department for Education (DfE).

Information relation to Department for Education

- They cannot re-investigate a complaint which has already been made to them. They can however review whether they investigated the original complaint in line with their procedure.
- They can only investigate if you have exhausted TACK TMI's (part of Gi Group Recruitment Ltd) own complaints procedure, including any appeal.

- They can investigate complaints about TACK TMI (part of Gi Group Recruitment Ltd) in relation to:
 - the quality, management or experience of education and training.
 - undue delay or non-compliance with their published complaints procedures
 - poor administration.
 - the quality of assessments for example, how an assessment or an end point assessment has been done (excluding outcomes).
 - equality and diversity issues (except where there is a more appropriate mechanism for dealing with the matter, for example through the court, tribunals or other organisations).
 - apprenticeship providers from employers
 - from employers, parents or other third parties on behalf of Apprentice(s) (with written permission).
- Department for Education cannot help with complaints about the following -

Issues which are more than 12 months old, except for exceptional circumstances which they will make you aware of.

- Examination results, grades, marks assessment outcomes or curriculum content
- Safeguarding concerns, which are not covered by the DfE's complaints procedure, but the DfE will pass these onto the appropriate team within DfE who will contact the provider. They may also contact other organisations, such as OFSTED and local authorities.

How to complain to the Department for Education

- They only accept complaints in writing, by email or letter, except where they are required to make reasonable adjustments. You will need to let them know if this applies to you, either through a third party or by calling them. Following on from this they will arrange for someone to handle your complaint accordingly.
- If you have difficulties in providing details in writing or if you are under 18, they will consider complaints made on your behalf by a third party. You will need to confirm that they can communicate with that third party on your behalf. If the complaint is on behalf of more than one person, they will need written permission from everyone.

To report a complaint to the Department for Education (DfE), specifically related to apprenticeships or further education, you should email skills.england@education.gov.uk for general complaints and Allegations.Mailbox@education.gov.uk if you believe there is fraud or financial wrongdoing. For complaints about the prevention of extremism in post-16 institutions, the email is counter.extremism@education.gov.uk

When contacting them about your complaint, you will need to provide the following:

- the name of the organisation you are complaining about.
- details of what your complaint is, together with the relevant documents.
- evidence that you have fully exhausted the organisation's complaints procedure, including any appeals process (for example, written correspondence confirming the outcome).
- permission to disclose details of your complaint to the organisation concerned.
- if you are acting on behalf of a learner, evidence that you have their permission to do so.

- they only investigate Apprentices whose courses they fund, they may ask you for further information to help confirm this.

Confidentiality

To process a complaint, TACK TMI (part of Gi Group Recruitment Ltd) will hold personal data about the complainant, which the individual provides, and which other people give in response to investigating the complaint. TACK TMI (part of Gi Group Recruitment Ltd) will hold this data securely and only use it to help address the complaint. The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public by TACK TMI (part of Gi Group Recruitment Ltd). However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties. In this case the complainant will be informed of who will need to know about the complaint.

Complainants will not be disadvantaged for raising a concern in good faith. Where a complainant wishes to remain anonymous, Tack TMI will consider the information provided and act where possible, recognising this may limit investigation. Reasonable adjustments and alternative formats are available on request.

Monitoring

Complaints are an important tool which, alongside data provided by exit surveys, user feedback and focus groups, will allow TACK TMI (part of Gi Group Recruitment Ltd) to learn about the services we provide. They provide a useful source of information about how individuals see our services and how we are serving them. To ensure we can learn the following data will be collected:

- Name
- Date of complaint and response date
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint
- Lessons learnt
- The Complaints Log will be presented to the Leadership and Management Team. Wherever possible the data will be used to improve and develop the service.
- The Complaints Policy and Procedure will be subject to review annually by the Senior Director and or the Apprenticeship Operations Manager
- A copy of this policy can be found on the TACK TMI (part of Gi Group Recruitment Ltd) website.

Disclaimer: This policy is meant to provide general guidelines and should be used as a reference. It may not take into account all laws and is therefore not a legal document. The Company will not assume any legal liability that may arise from the use of this policy.