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### 1. Policy Statement

Bosch wishes to maintain a culture and ethos that upholds high quality training and services. We therefore welcome feedback in regard to our delivery of apprenticeship programmes as it is vital to customer satisfaction and improving the way we run the business.

We provide a variety of methods for apprentices and employers to tell us what they think about us, whether positive or negative, including a formal complaints process. If we do receive a complaint, our aim is to ensure that it is addressed in a timely and effective manner, with a satisfactory outcome for all stakeholders involved.

### 2. Providing Feedback

It is important to us that both apprentices and employers provide us with feedback on their experiences. Your opinion helps us to continue in delivering high quality provision, thereby ensuring that our apprenticeship programmes provide an ideal learning environment for apprentices and positive outcomes for employers.

On a regular basis throughout the programme, apprentices/learners and employers are formally invited to provide their feedback through surveys and questionnaires that seek to measure how satisfied our learners and employers are with the programme. When you provide us with your opinion through these methods, it is entirely anonymously.


We use this information to identify both what our stakeholders feel is going well, as well as what they feel is not going well. This feedback helps us to identify any improvement activities that we need to consider putting in place.

You can also provide us with feedback through a variety of other methods:

- Apprentices can speak directly to their trainer or any other Bosch staff member
  - Feedback can also be made in writing to our administration office at: [adminteamnottingham@uk.bosch.com](mailto:adminteamnottingham@uk.bosch.com)
  - Confidentiality in all cases will be retained if requested
- Employers can speak directly to their Bosch programme representative or any other Bosch staff member
  - Feedback can also be made in writing to our administration office at: [adminteamnottingham@uk.bosch.com](mailto:adminteamnottingham@uk.bosch.com)
  - Confidentiality in all cases will be retained if requested

If you have provided us with your details, we will acknowledge receipt of your feedback within 3 working days. If your feedback relates to an idea or an improvement, we will endeavour to provide you with a response within 10 working days.

If an individual wishes to raise an official complaint, they may do so through the following complaints procedure.

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### 3. Complaints

We are committed to dealing with complaints in a fair, robust and transparent manner via accessible and communicated procedures, which enables:

- Complainants to be informed about the process, timescales and actions taken
- Staff to be clear about their responsibilities within the process
- The sharing of good practice

#### Procedure

- An apprentice with a complaint can speak directly to their trainer or any other Bosch staff member
  - Complaints can also be made in writing to our administration office at: [adminteamnottingham@uk.bosch.com](mailto:adminteamnottingham@uk.bosch.com)
  - Confidentiality in all cases will be retained if requested
- An employer with a complaint can speak directly to their Bosch programme representative or any other Bosch staff member
  - Complaints can also be made in writing to our administration office at: [adminteamnottingham@uk.bosch.com](mailto:adminteamnottingham@uk.bosch.com)
  - Confidentiality in all cases will be retained if requested

#### Resolution

Any complaint received within the business is taken seriously and all Bosch staff will endeavour to resolve the complaint as quickly as possible.

- Minor complaints will be addressed and resolved with minimum delay by the individual staff member who has received the complaint, or the Apprenticeship Programme Manager
- Acknowledgement of other complaints will be made within 2 working days
- As soon as possible we will advise on the appropriate actions and timescales
- We aim to ensure that all complaints are addressed within the following 5 working days
- Other complaints may take longer if they require senior management involvement to resolve
- We aim to communicate the outcome of all complaints within 10 working days

#### Complaints about Staff Members

In accordance with Bosch corporate procedures, any complaint made against a staff member will be investigated in detail by Bosch management, in conjunction with the Human Resources department.

#### Other Complaints

If apprentices have any unresolved workplace problems that they require assistance with, they can also speak directly with their trainer. Apprentices may also speak to their trainer about any concerns that they have whilst in accommodation. Apprentices, employers or parents alike can contact any Bosch staff member if they have concerns about any aspect of apprentice employment, training or accommodation when on programme.

### 4. Responsibilities

Any Bosch staff member who has received a complaint is obliged to act upon it in accordance with this policy and include the Apprenticeship Programme Manager in the case of any serious complaints or escalation processes.

The Apprenticeship Programme Manager and Quality Assurance team are responsible for the overall management of feedback. However, it is the responsibility of each department manager to uphold and maintain the quality and integrity of Bosch's high quality services in their area.

### 5. Further information

Further advice and guidance on an Apprenticeship can be found through the National Apprenticeship Helpdesk:

Email Address: [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk)  
Telephone Number: 08000 150 600