



Complaints Procedure for Employers of Apprentices

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Introduction

This document explains the procedure for making a complaint about services or facilities provided by the University for employers of apprentices. The University has a separate complaints procedure for students, which can be found on the University website (www.chi.ac.uk).

The University intends to manage complaints in a manner which:

- Encourages informal and early resolution;
- Is efficient and fair;
- Ensures our services improve as a result.

Complaints will be dealt with sensitively and in confidence, with due regard to any applicable legislation. In determining whether a complaint is justified or not, the standard of proof is on the 'balance of probability' rather than 'beyond all reasonable doubt'. Where a matter is raised under this procedure but required referral on to another procedure such as 1(e)-2.27e

