Form for use in the submission of a complaint from an apprentice employer

This form should be used if you wish to raise a complaint at Stage Two of the Procedure for Complaints – apprentice employers.

You may wish to obtain advice on your case before submitting a complaint by contacting the Apprenticeship Team on apprenticeships@surrey.ac.uk.

Please complete all sections of this form. Sign and date the form before returning it.

**Your details**

<table>
<thead>
<tr>
<th>Organisation name:</th>
<th>Date:</th>
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Title: 
(e.g. Mr/Ms/Dr)

First name: 
Surname: 
(i.e. Family name)

Employer contact address: 
Post Code: 
Tel: Work -
Mobile -

NB. Please inform us if your contact details change

Work email address: 

**Apprentice details (if relevant)**

Name of apprentice(s), First name, Surname: 
URN of apprentice(s), if known: 
Current Level: 
(e.g. Level 6/7)

Faculty: 
(e.g. Faculty of Arts and Human Sciences)

Programme of study: 
(e.g. Senior Leader)

Did you seek advice from the Apprenticeship Team in relation to your complaint? 
Yes ☐ 
No ☐ 
Prefer not to say ☐
### Summary of your complaint or grievance

*Use this box to provide a summary of the main focus of your complaint.*

### Case for your complaint or grievance

On a separate sheet, please set out the main points of the complaint or grievance, including information on who you and/or your apprentice(s) have already raised the complaint with at Stage One of the procedure, within the Faculty or the University. Append hard copies of the supporting evidence to be considered in the assessment of your case. Please include details of:

- the poor service that is the focus of the complaint
- how often the poor service has been experienced (with dates and times)
- the effect of the poor service on your organisation and/or your apprentice(s)
- the nature and number of attempts to bring the complaint to the attention of the service provider
- why the outcome of Stage One, or local procedures for students/apprentice(s), is not acceptable

This form is also available for download from the University internet pages at: [http://www.surrey.ac.uk/oscar](http://www.surrey.ac.uk/oscar)

Please note that the University reserves the right to contact the authors of any evidence in order to verify authenticity. If the evidence can be shown to have been dishonestly acquired or is in itself dishonest the complaint may be dismissed and the matter submitted to the Education and Skills Funding Agency (if appropriate). Please contact oscar@surrey.ac.uk if you have any concerns in relation to these checks.

### Outcome of your complaint or grievance

*Please indicate below what remedy you are seeking to address your complaint (see section 27 of the Procedure for Complaints – Apprentice Employers).*
By submitting this complaint, I can confirm that I have read and understood the privacy notice for student facing regulations and the degree apprenticeships employer privacy notice.

I understand that OSCAR and the Complaint Handler will process personal details about my organisation, me and/or our apprentice(s), which will include sensitive information, in order to deal with my complaint effectively.

If I have submitted information about third parties, I confirm that the third party is aware and has agreed that I can use their information for the purpose of my complaint.

I understand that the information provided in my complaint may be used as part of other University processes such as those outlined in the Regulations for Fitness to Practice or Regulations for Fitness to Study.

I understand that as part of the complaint process, OSCAR and the Complaint Handler may need to gather personal and sometimes sensitive information about my organisation, me and/or our apprentice(s) from different University departments, such as:
- Student Services and Administration
- Library and Learning Centre (including Additional Learning Support)
- Accommodation Services and Wardens
- Academic staff (including Personal Tutors, Supervisors, Programme Leaders, etc.)
- Security Services
- Faculties and/or the Doctoral College
- University of Surrey Students' Union
- IT Services
- Vice Chancellor's Office
- The Apprenticeship Team

I understand that the data provided in my complaint as well as the information collated by OSCAR and the Complaint Handler in relation to my complaint will be securely stored for six years after the date that our apprentice(s) are no longer a registered student at the University or six years after the complaint is closed (whichever is the latter).

I understand that it is my responsibility to contact OSCAR if I have any concerns in relation to how my and/or our apprentice’s data will be handled.

I understand that I can withdraw my consent for OSCAR and the Complaint Handler to process my personal data at any time. However, I also understand that this is likely to mean that they cannot process my complaint.

Signature: ___________________________ Date: ___________________________

This completed form should be submitted with your supporting statement and any documentary evidence to: oscar@surrey.ac.uk

You are advised to keep a copy of all correspondence for your records

February 2020