

Complaints and Appeals policy for Dental Nurse Apprentices Educational training

Policy Summary

This policy sets out the arrangements put in place for Dental Nurse Apprentices / learners with a learning or physical disability in regards to access. This policy is in line with the Equality Act.

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1 Scope

- 1.1 This Complaints and Appeals Policy applies only to the provision of GSTT's Dental Nurse Apprentices. Apprentices who have complaints about other staff in their employing organisation, service users (and/or a service user's relative), other services or their own employment should take forward their concerns through the relevant organisation's policies and procedures, for example: grievance, bullying and harassment, whistle-blowing.
- 1.2 All staff adhere to this policy when working with pre-registration Dental Nurse Apprentices.

2 Rationale

- 2.1 The Dental Nurse Apprentices are supported should they wish to complain or appeal against any decisions made regarding their educational training.
- 2.2 The Dental Nurse Apprentice can feedback to the Dental Academy.

3 Policy Objectives

- 3.1 GSTT welcomes and values your feedback. Dental Nurse Apprentices can feedback as it is important to ensure the programme meets the needs of every apprentice.
- 3.2 Our complaints process is designed to allow persons to express a concern about the service they receive from GSTT Dental Nursing Academy. Complaints can be raised by an apprentice, their line manager or a representative acting on behalf of the apprentice's employing organisation.
- 3.3 We are dedicated to providing the best level of service to all our apprentices and take every complaint seriously. We undertake continuous improvement of our work and monitor our feedback procedures regularly to minimise the number of complaints we receive.
- 3.4 The Dental Nurse Apprentices are able to complain or appeal against decisions made regarding their educational training without this being detrimental to their training.
- 3.5 All complaints and appeals that are received will be processed and considered in a consistent, fair and timely manner.

4 Duties

- 4.1 The Dental nursing Academy will ensure all pre-registration Dental nursing Apprentices are informed of the policy within the induction period. The Dental Academy will ensure that staff are aware of this policy.
- 4.2 Managers will ensure the ongoing compliance of the policy and that staff are aware of their responsibilities in supporting the Dental Nursing Apprentices.

5 Policy Delivery and Implementation

- 5.1 Feedback - There are several ways that a Dental Nurse Apprentice can feedback to the Dental Academy, including the tutors and managers, know whether we're meeting your expectations.

The Dental Nurse Apprentices will be asked to complete an online questionnaire at the end of each classroom session to ask how their experience was in meeting their learning outcomes that day. We will ask you at the end of each clinical rotation to complete an online feedback questionnaire how we're doing and whether we're providing the support you need to complete your apprenticeship successfully.

You can ask to talk to your tutor when you see them in class and at your progress review meetings. You can email or phone the tutor and management team at any time with any questions; you'll meet the whole Dental Nursing Academy in your Induction programme and their contact details are in your induction pack.

When you start your apprenticeship, your cohort will be asked to represent and attend the Apprenticeship representative meeting monthly. We will ask the representative each month to gather feedback from the rest of the class and report this at the Apprenticeship representative meeting during your apprenticeship programme.

You Said We Did

Following the Apprenticeship representative meeting, we will let you know what changes were made in response to the feedback and your tutors will talk to you about any changes that affect you.

- 5.2 A Dental Nursing Apprentice wishing to complain or appeal against any decisions that are made around their educational training must ensure that it is supported by evidence.

5.3

5.4 Complaint

5.4.1 Stage 1 Informal Complaint - The Dental Nurse Apprentice will need to discuss their concern with their tutors/PDN's. The tutor/PDN will document and submit an outcome and any actions within 5 days.

If the outcome is not satisfactory the Apprentice will need to follow stage 2.

Apprenticeship concerns and enquiries can also be raised with the Education and Skills Funding Agency (ESFA) Apprenticeship helpline on 0800 015 0400 or by email at nationalhelpdesk@apprenticeship.gov.uk.

5.4.2 Stage 2 Formal Complaint - The Apprentice will need to formally write to the Education manager (Deputy Dental Matron or Dental Matron) with their concerns and reasons to why they are not satisfied with the informal outcome.

The Deputy Dental Matron or Dental Matron will start the investigation by making early Contact with the complainant (within 5 working days) to clarify issues, identify outcomes sought and provide an expected timescale for response.

If the complaint is directed at the Deputy Dental Matron or Dental Matron the complaint will be passed to the Head of Dental Nursing for GSTT to investigate.

The Dental Matron will in most instances arrange a local resolution meeting to resolve the concerns raised. The Dental Matron will determine who should attend the meeting, following which a summary of the discussion and actions agreed will be put into our formal written response. If the complainant is satisfied with the outcome of the meeting, it is possible to close the complaint at this stage unless the complainant believes further investigation is required.

If the complainant is dissatisfied with the response from the Dental Matron, they can escalate the complaint to the Head of Dental Nursing

5.4.3 Stage 3 Appeal - The Apprentice may appeal against formal outcomes under this procedure

The purpose of the appeal will be to determine:

- A) Whether the procedures were followed correctly
- B) That the decision was fair and reasonable
- C) That the action taken was within a band of reasonable responses.
- D) It may also be decided to consider new evidence where the appeal panel considers that the evidence is likely to be relevant to the decision made.

Any intention to appeal must be notified in writing to the manager named in the letter confirming the outcome of the stage 2 complaint, within 14 calendar days of the receipt of the letter. The appellant's letter must state clearly the grounds for appeal which should fall within the definitions, contained in the section above.

Confidentiality - A complaint will be dealt with in a confidential manner. Staff and apprentices involved with the complaint or appeal procedure have a duty to maintain confidentiality.

5.4.4 If the complainant remains dissatisfied with GSTT's response and has exhausted the Trust's complaint procedure, or if the complaint is regarding a subcontracted or End Point Assessment organisation and cannot be resolved by the Trust, then they can contact the Education and Skills Funding Agency (ESFA) – see <https://www.gov.uk/government/organisations/education-and-skills-funding->

[agency/about/complaints-procedure](#) and follow guidance relating to “Complaints about post 16 education and training provision funded by ESFA”.

In all cases where concerns or formal complaints have been raised, the Dental Nursing Academy will identify lessons learnt through review at the Quality and Progress meeting where any necessary actions will be developed and impact monitoring methods agreed.

The Head of Dental Nursing has overall responsibility for ensuring that all complaints and their responses have been documented and are held securely.

6 Policy

7 7.0 Monitoring and Assurance

Use of the compliance with this policy will be monitored as in the table below:

Policy Objectives	Monitoring methods	Assurance
The Dental Nurse Apprentices are able to complain or appeal against decisions made regarding their educational training without this being detrimental to their training.	Monthly Quality and Progress meetings.	Six monthly Quality report that will go to the programme board.
All complaints and appeals that are received will be processed and considered in a consistent, fair and timely manner.	Monthly Quality and Progress meetings.	Six monthly Quality report that will go to the programme board.

Reasonable Adjustments Form

This form is intended for apprentices / learners who wish to apply for, or be considered for reasonable adjustments during in course assessments provided by the Dental Nursing Academy.

To be considered for reasonable adjustments for summative assessments the necessary application for the relevant examination board needs to be submitted.

Apprentice / Learner Details	
Name	
Home Address	
Email address	
Telephone number	

Course Details	
Name of Qualification	
Examinations Boards	

Documentary Evidence (tick all that apply)	
Medical report, statement, letter from a qualified medical professional	
Report of a learning disability from an educational practitioner (e.g. psychologist)	
Other (please list any other relevant documentation)	

Your needs (tick all that apply)	
Disabled access	
Additional Time	
Documents on coloured paper – please specify colour	
Coloured Overlay – I wish to use my own overlay	
Assistance of a reader	
Place of privacy to take medication	
Other – please describe any other adjustments for us to consider	

Signature	
Date	

