Pareto

Complaints Policy and Procedure

Policy Version: 7
Approved By: Governance Board
Date of Last Review: January 2026
Date of Next Review: January 2027
Policy Owner: Head of Quality

Company number: 03119895
Registered office address: 450 Capability Green, Luton, Bedfordshire, United Kingdom, LU1 3LU
London Contact Number: 0333 355 6762

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1. Our Commitment

At Pareto, we are dedicated to providing an exceptional apprenticeship experience for all our learners and employer partners. We are proud of the quality of our programmes, but we recognise that issues can sometimes arise. This policy provides a clear and fair process for raising and resolving complaints.

We value your feedback and view it as an opportunity to learn and improve. We are committed to handling every complaint positively, transparently, and consistently, ensuring that no one is disadvantaged for raising a concern.

2. Policy Aims

This policy is designed to ensure that:

- Making a complaint is a straightforward and accessible process.
- We treat every complaint as a clear expression of dissatisfaction that requires a timely response.
- We address all complaints promptly, politely, and with appropriate confidentiality.
- We provide a clear explanation, an apology where we are at fault, and information on any corrective actions taken.
- We use the insights from complaints to drive continuous improvement across our services.

3. Scope of the Policy

This policy applies to all apprentices, employers, and any individual or organisation directly affected by the services provided by Pareto.

Definition of a Complaint: A complaint is any expression of dissatisfaction that requires a formal response.

This policy covers all aspects of our service. However, for concerns relating specifically to an **academic or assessment decision**, please refer to our separate **Learner Appeals Policy and Procedure**.

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4. The Complaints Procedure

Our internal procedure has three stages, beginning with an informal resolution process which is often the fastest way to address a concern.

If you are uncomfortable discussing your complaint with the designated contact at any stage, please email our central feedback address at **feedback@pareto.co.uk** or call our main office on **0333 455 1416** to speak with a member of the apprenticeship senior leadership team.

All complaints concerning **safeguarding or the safety of a learner** must be immediately rerouted to the DSL, bypassing the standard informal/formal complaint stages to ensure a rapid, welfare-first response.

We will provide communication support (e.g., translation, use of easy-read formats) for any complainant who requires it to ensure the process is genuinely accessible.

Stage 1: Informal Resolution

Please raise any initial concerns with your **Apprenticeship Skills Coach**. You can raise the concern verbally or in writing.

- Your Skills Coach will work with you to find a satisfactory solution.
- We aim to resolve all informal concerns within **10 working days**.
- If the matter is not resolved to your satisfaction, please proceed to Stage 2.

Stage 2: Formal Complaint

To make a formal complaint, please submit it in writing to the **Head of Quality** at **feedback@pareto.co.uk**.

This ensures your complaint is officially logged and assigned to an appropriate manager for a full investigation.

Please include:

- Your full name, the apprentice's name, and the employer's name.
- A clear description of the complaint, with relevant dates and details.
- Any supporting evidence.
- Your desired outcome for the resolution.

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What happens next?

1. We will acknowledge your complaint within **3 working days**.
2. A designated manager will conduct a fair, impartial, and balanced investigation.
3. We will provide a full written response within **15 working days**, detailing our findings, conclusion, and any actions we will take. If the investigation requires more time, we will contact you to agree on a new deadline.

Stage 3: Appeal

If you are not satisfied with the outcome of your formal complaint, you may appeal the decision.

- Your appeal must be submitted in writing to the **VP of Apprenticeships** jknight1@pareto.co.uk within **10 working days** of receiving the Stage 2 response.
- The appeal must clearly state why you are dissatisfied with the outcome.
- A senior manager or director who was not involved in the initial investigation will review the appeal.
- We will provide a final written response within **15 working days**. This marks the end of Pareto's internal procedure.

5. External Escalation

After completing our internal procedure, if you remain dissatisfied, you can escalate your complaint to an external body.

- **Department for Education (DfE):** For issues regarding apprenticeship funding and contractual rules. Contact them via their complaints service: DfE Apprenticeship Service Complaints
- **Ofsted:** For issues regarding the quality of training and education. Contact them via their complaints service: Ofsted Complaints

6. Support and Confidentiality

We understand that making a complaint can be a difficult process. You are welcome to be supported by another person at any stage, such as a mentor, colleague, or union representative. For learners aged 16-18, this can include a parent or guardian, with the learner's consent.

All complaints are handled with discretion and in line with UK GDPR. Information is

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7. Learning from Complaints

We are committed to learning from your feedback. All formal complaints are logged and monitored by our Quality and Compliance team to identify trends and inform service improvements. These insights are integrated into our operational processes and staff development programmes to enhance the Pareto experience.

8. Policy Review

8.1 This policy is reviewed annually by the Senior Leadership Team to ensure it remains effective and compliant with current legislation and best practice.

Policy Owner:

Dan Gagg

Dan Gagg

Dan Gagg (Jan 8, 2026, 2:06pm)

08 Jan 2026

Policy Authority:

James Knight

James Knight

James Knight (Jan 8, 2026, 5:58pm)

08 Jan 2026

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