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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](http://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

### Stage 3 – review

If the employer is not satisfied with the outcome, a review may be requested by the employer. The