

AfC - Way2Work Queries and Complaints Process 2020

In the event of a concern, complaint or an issue with the delivery of the services provided by Way2Work, the complainant should initially send an email to way2work@achievingforchildren.org.uk at which point the complaint or issue will be allocated to the Way2Work Apprenticeship Manager.

All complaints will be acknowledged within 48 hours from receipt of the initial email.

Should further escalation be required, the complainant should contact the Associate Director for Workforce at Achieving for Children, our relevant Awarding Organisations, or the Education and Skills Funding Agency via the Apprenticeship Helpline (in England the Skills Funding Agency can be contacted on 0800 015 0400 or send an email to nationalhelpdesk@findapprenticeship.service.gov.uk

Notices must be given in writing. A notice shall be deemed effectively served:

- if sent by email, on the date when receipt has been personally acknowledged by return email (electronically generated receipts shall not be valid);
- if delivered personally, on the date when left at Way2Work's registered office or the employer's address (as applicable) and signed for; or
- if sent by recorded delivery post, on the date when the notice has been signed for at Way2Work's registered office or the Employer's address.

For Way2Work, all notices shall be sent to: Way2Work, Achieving for Children, Twickenham Training Centre, 53 Grimwood Road, Twickenham, TW1 1BY

For the employer, all notices shall be sent to the attention of the person and address/email as identified in the AfC commitment statement.

In the event of general queries, Way2Work may be contacted as follows:

- by telephone: 020 8831 6358;
- by e-mail: way2work@achievingforchildren.org.uk ; or
- via our website: <http://www.way2work.org.uk>

Way2Work have a separate Appeals Policy and Process for disputes and disagreements within the context of the apprenticeship assessment process.