



Version No. 2	Purpose/Change	Lead	Review Date	Next Review Date
1	Identify and resolve complaint effectively	Muree Spence	8/18	8/19
2				

Policy and procedure

Learners, apprentices and customers are encouraged to share all feedback on the services delivered by Best Choice Training Ltd. Compliments, complaints and other forms of feedback provide valuable information on levels of client satisfaction and provide an organisation with an opportunity to improve upon all aspects of service. Feedback is to be taken seriously and to be seen as an opportunity for improvement.

Complaints or compliments can be sent to the Best Choice Training management team via email, in writing, by telephone or in person.

Contact details:

Best Choice Training Ltd
Quadrant Court,
44-45 Calthorpe Rd,
Birmingham,
B15 1TH
Email: info@bestchoicetraining.co.uk
Telephone: 0121 448 1033

Complaints

Stage 1 – Informal

- In the first instance and where appropriate, the issue should be raised directly with the person involved.
- Learners / Apprentices may choose to raise a concern about their course with their course student representative.

If the issue cannot be resolved a formal complaint may be made.

Stage 2 – Formal

All formal complaints or concerns should be sent to Muree Spence, Quality Director.

- Complaint logged
- Investigator identified
- Complainant sent acknowledgement of receipt of complaint and a timeline of the investigation and when they can expect a response (within 7 working days).
- Investigation carried out
- Investigator reports in writing to Muree Spence
- Complainant issued with a response (within 30 working days)

The complaint will be logged and forwarded to the appropriate person for investigation.

Stage 3 – Appeal

- Complaint logged
- Investigator identified from within quality team
- Complainant sent acknowledgement of receipt of complaint and a timeline of the investigation and when they can expect a response (within 7 working days).
- Investigation carried out
- Investigator reports in writing to Muree Spence
- Complainant issued with a response (within 30 working days)

Should the complainant still not be satisfied with the response they can choose to progress to Stage 2 by contacting Senior Operations Director, Tracy Turner.

Stage 4 – Independent Review

- Complaint and all investigations will be reviewed by a panel chaired by the Senior Operations Director, Tracy Turner
- The complainant will be informed of the membership of the review panel and a timeline for decisions.
- Panel makes decision
- Decision communicated to complainant
- Complaint closed.

Note: At this stage, if relevant, the complaint will also be reviewed by the Awarding Bodies of whom the learner is registered.

Should the complainant fully exhaust this process and still not be satisfied they can escalate this to the lead training provider (where applicable) or directly with the [Education Skills Funding Agency](#)

Anonymous Compliments and Complaints

Compliments and complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

Compliments

Any verbal or written compliments will be recorded by the member of staff receiving the compliment and be passed to the appropriate manager for recording. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified within three working days. Feedback on compliments will be shared with employees at appropriate timings.

Monitoring

Compliments and complaints are an important tool which, alongside data provided by exit surveys, user feedback and focus groups, will allow us to learn more about the services we provide. They offer a useful source of information about how individuals see our charity and how we are serving them. To ensure we can learn from compliments and complaints, the following data will be collected:

Compliments:

- Name and address
- Nature of the compliment
- Date of compliment
- Action(s) taken/recommendations made in response to the compliment, if appropriate.

Complaints:

- Name and address
- Name of person dealing with the complaint
- Date of complaint and response date
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint
- Lessons learnt.