

## Complaints Procedure



<b>Document title</b>	Complaints Policy and Procedure		
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<b>Reviewed by</b>	Ben Waite		
<b>Authorised by</b>	Luke Muscat, Managing Director		
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### DOCUMENT CONTROL

Version	Name	Comment	Date
0.1	Alison Dann	New Issue	30.10.17
0.2	Alison Dann	Review	30.09.18
0.3	Alison Dann	Review- Addition of contact address for complaints and stage 3 acknowledgement is provided	16.11.19
0.4	Alison Dann	Review	15.12.20
0.5	Ben Waite	Added learner process flowchart	1.3.2021

## Complaints Procedure

### 1.0 PURPOSE

- 1.1 B2W believes it is in everyone's interest to resolve complaints as quickly as possible, as close to the source of the problem as possible, and where appropriate by informal means.
- 1.2 B2W aims to ensure that all complaints received are dealt with promptly, fairly, professionally and in a non-discriminatory manner.
- 1.3 B2W aims to ensure appropriate action is taken to resolve issues and will endeavor where appropriate to prevent similar occurrences.

### 2.0 SCOPE

- 2.1 This policy applies to complaints from any learner, former learner or external stakeholder who wishes to express dissatisfaction with an aspect of B2W's activities.
- 2.2 Any allegation made against a member of staff/volunteer regarding abuse will be dealt with under the Safeguarding Policy and Procedure.
- 2.3 Other policies and procedures that work in conjunction with the Complaints procedure are: Staff Grievance Policy, Safeguarding Policy and Procedure, Equality and Diversity Policy, Fees Policy, Academic Appeals procedure, Internal/External Assessment policies including appeals and Student Disciplinary Procedures. Complaints may be dealt with under any of these policies and procedures as B2W considers appropriate in the circumstances.
- 2.4 A complaint must be made within 3 months of the event that gave rise to it.
- 2.5 B2W endeavours to deliver high standards at all times to its learners and stakeholders. Learners, former learners and stakeholders may complain about any aspects of B2W's activities.
- 2.6 B2W reserves the right not to investigate complaints it considers to be vexatious or malicious at any stage. If B2W deems this to be the case, the complainant will be informed in writing. Making of vexatious or malicious complaints could result in disciplinary action.
- 2.7 B2W will not normally deal with anonymous complaints and will do so only exceptionally at the providers discretion.

## Complaints Procedure

- 2.8** If interviews are deemed necessary, the Investigating Officer may have another member of staff present in all meetings with the parties involved.
- 2.9** B2W staff have the right to terminate any meeting or interview if they feel that the behavior of any of the parties involved is inappropriate.
- 2.10** All funding partners and commissioners will be notified of any associated complaints

### 3.0 PROCEDURE

#### 3.1 Stage 1 - Informal stage

- 3.2** It is expected that day-to-day concerns will be raised and resolved promptly and informally between a complainant and his/her subject trainer, assessor or other appropriate member of staff (including manager of department/function the complaint is concerned with).

#### 3.3 Stage 2 – Formal Stage

- 3.4** When it is felt that an issue has not been resolved satisfactorily at the informal stage, or is of a sufficiently serious or complex nature that it should be dealt with formally, a complainant should submit his/her complaint, in writing, on the appropriate form (Appendix 1) to a member of B2W staff. The complaint will then be forwarded to the Director of Quality and Performance.
- 3.5** The complaint will normally be acknowledged within 3 working days of its receipt by the Director of Quality and Performance. It will then be forwarded to the appropriate Senior Management Team (SMT) member who will appoint an appropriate manager/member of staff to investigate and determine the complaint. After investigating and determining the complaint, a written response with findings will be sent to the complainant.
- 3.6** The complainant may be invited to meet with a manager or member of B2W staff to resolve the complaint.
- #### 3.7 Stage 3 - Appeal Stage
- 3.8** The complainant will receive a written outcome response of the stage 2 decision and this will normally be provided within 5 working days by the Director of Quality and Performance.

## Complaints Procedure

**3.9** If your complaint is not resolved to your satisfaction at Stage 2, you may seek to appeal the decision by sending a written request for appeal to the Director of Quality and Performance, within 5 working days of the date of the providers decision at Stage 2. Your request must be based on one or more of the following grounds, that:

- the complaint procedure was not followed
- new material evidence has come to light which was not reasonably available at the time of the complaint investigation
- the outcome of the complaint was unreasonable

**3.10** The appeal request will normally be acknowledged within 3 working days of receipt by the Director of Quality and Performance.

**3.11** If it is determined by a member of the Senior Management Team that none of the above grounds are disclosed, B2W will not further consider your complaint at Stage 3.

**3.12** If it is determined by a member of the Senior Management Team that one or more of the above grounds are disclosed in your request for an appeal, you will be invited to submit detailed information in support of your appeal, including an indication of the resolution or outcome you are seeking, and to provide copies of all documents upon which you wish to rely as part of your appeal. The appeal will be considered and determined, normally on paper, by the nominated member of the Senior Management Team.

The nominated member of the Senior Management Team will determine an outcome which may include overturning the Stage 2 decision (in whole or in part) or upholding the original decision at Stage 2.

**3.13** If a review meeting is required, you may be accompanied and/or represented by a fellow learner or family member. You may not be accompanied or represented by a legal representative. You must confirm to B2W the identity of your proposed companion at least five working days before the date of the meeting.

**3.14** Following an appeal being considered and concluded by a nominated member of the Senior Management Team, you will be notified in writing, with reasons, of the decision made on your appeal. This will normally be within 10 working days. This decision is final and there will be no further right of appeal within B2W.

### **4 Stage 4 - External complaints**

**4.1** If you remain dissatisfied following your complaint being considered at Stage 3 of the complaints procedure then you may be able to raise a complaint with the Education Skills Funding Agency by:

- Sending your complaint to: Complaints Team, Cheylesmore House, Quinton Road, Coventry, CV1 2WT
- E-mailing your complaint to [complaintsteam@sfa.bis.gov.uk](mailto:complaintsteam@sfa.bis.gov.uk) Further

## Complaints Procedure

information relating to the Education and Skills Funding Agency's complaints procedure is available via the following link:  
<https://www.gov.uk/government/organisations/skillsfunding-agency/about/complaints-procedure>

### 5. Monitoring Quality Assurance and Control

- 5.1 The Director of Quality and Performance will monitor the overall operation of the procedure to ensure that it is effective.
- 5.2 All complaints and outcomes are logged for the purpose of trends analysis by Senior Managers.
- 5.3 For all communications related to complaints please email: [hr@b2wgroup.com](mailto:hr@b2wgroup.com)

## Complaints Procedure

### Appendix 1 - Complaint Form (CF1)

#### To be completed by the Complainant

<b>Full Name</b>		<b>Contact Address</b>	
<b>Telephone Number</b>		<b>Course of Study</b>	
<b>Email Address</b>			

**Please describe the steps you have taken to resolve your complaint informally.**

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**Please give clear and precise details of your complaint? (Continue on a separate sheet if necessary)**

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**What would you consider to be an acceptable outcome**

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<b>Are you:</b>	<input type="radio"/> A Student	<input type="radio"/> Representing a group of learners	<input type="radio"/> Former Learner		
	<input type="radio"/> A Parent/Guardian	<input type="radio"/> External stakeholder			

<b>Signature</b>	<b>Learner signature</b> <i>(if form completed by a representative)</i>	<b>Date</b>
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#### To be completed by the person logging the complaint

<b>Form received by</b> (please print):	<b>Department</b>	<b>Date</b>
<b>Copy sent to</b> (name of manager dealing with the complaint)	<b>Department</b>	<b>Date</b>
<b>Date copy sent to Director of Quality and Performance</b>		<b>Date</b>

## Complaints Procedure

### Student Complaints Procedure Summary Flowchart

