

Introduction

Our Complaints Policy aims to resolve complaints quickly, fairly and effectively. A complaint is defined as "a statement that something is unsatisfactory or unacceptable". This is different to an appeal, which is where a learner wants to enquire, question or appeal against an assessment decision. Further details can be found in BPO 001 Appeals Policy. So far as a complaint is concerned, we will:

- Aim to put things right quickly for our learners and clients when they go wrong
- Keep our learners and clients informed of the progress of their complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our learners and clients of their right to appeal if they remain dissatisfied after their complaint has been through all stages of the internal Complaints Procedure.

In order to do this, we will:

- Inform the learner and client at any induction, of the Complaints and Appeals Policies and procedures
- Acknowledged any complaint within two working days of receipt
- Attempt to resolve complaints to the satisfaction of all parties within ten working days of receipt
- Record, track and validate any complaints
- Keep complaint records for inspection by the awarding body for a minimum of 18 months
- Monitor complaints to inform quality improvement.

As part of our approach to continuous improvement, this policy will be regularly monitored and reviewed on an annual basis. A copy of this Complaints Policy can be found at <https://bragd.co.uk/policies/>.

Signed:

Date: 03 October 2021

Jason Rudgley

Pam Stirling

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Partner

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