




# COMPLIMENTS AND COMPLAINTS POLICY AND PROCEDURE

## COMPANY 8 - (INTERNAL AND EXTERNAL)

POLICY LEAD (SMT Member)	Mrs Judith Speed
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VERSION STATUS (V)	<i>We reserve the right to update this policy if any changes in legislation or ESFA update deems it necessary, a numbered 'Version' would be used to ensure the up to date copy is issued.</i>
REVIEW DATE	1 <sup>st</sup> August 2022
APPROVED BY COMPANY DIRECTORS	Mrs Julie Ritson and Mrs Gail Dalton-Ayres 

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## **Introduction**

BL Training recognises that valuable lessons can be learned from critical feedback from stakeholders. Feedback about standards and services offered by BL Training is encouraged and used to inform plans for improvement. The definition of a complaint is a statement expressing dissatisfaction made to a manager or other person in authority within BL Training that requires action or response.

## **Aim of Policy**

To provide a framework and guidance for BL Training staff on the handling of complaints. To outline the procedures to be followed when a complaint is received to ensure all complaints are responded to in a timely and appropriate manner. BL Training will treat every complaint seriously and aim to resolve any complaint effectively and efficiently and to find ways to eliminate areas of dissatisfaction.

## **Principles**

When a complaint is received by a member of staff, that individual must immediately inform the SMT and the Quality/ Operational manager by e-mail, including details of the nature of the complaint.

BL Training will not usually accept anonymous complaints, possible exceptions include where matters may involve allegations of safeguarding including Prevent, Equality and Diversity or bribery.

Complaints will be responded to immediately, by the Quality/ Operational manager, copying in the allocated Director Julie Ritson advising that the complaint will be investigated, confirming when they will be contacted again with further information/update.

Staff will ensure they have no conflict of interest or bias, excusing themselves from the investigation of the complaint where this is the case.

Confidentiality will be respected within the constraints of investigation.

All e-mail correspondence relating to the complaint must be sent with 'request delivery receipt' and 'request a read receipt' notifications attached.

## **Follow Up**

If the complainant does not write to appeal against the response within 4 weeks of receiving a reply, we will assume that the complainant is happy with the response and close the complaint.

## **Records of Complaints**

The Quality / Operational manager will ensure that records of every formal complaint are kept securely. Complaints will be analysed annually for any trend /training requirements.

## **Policy Scope**

This policy applies to complaints made by any learners, parent, employer, or other stakeholder accessing the services of BL Training.

This policy does not over-ride the candidate appeals procedure which would normally be followed in

relation to appeals against assessment decisions.

Internal complaints, such as BL Training staff wishing to complain of unfair treatment at work will be dealt with through BL Trainings internal grievance procedure, the details of which are contained in the staff company handbook

### **COMPLIMENTS**

Learners or Employers may complete a COMP 024 Compliments/Complaints Form to share a compliment or suggest improvements. These are emailed to the Operational Manager. [Judith.speed@blhairdressing.co.uk](mailto:Judith.speed@blhairdressing.co.uk)

### **COMPLAINTS**

We aim to deal with all complaints quickly and effectively. A COMP 024 Compliments/Complaints Form is used for formal and informal complaints.

If the complaint cannot be resolved within BLT as a company, please refer to Company Procedure 10 Dispute Procedure.

Learners and staff are made aware of this procedure and compliments/complaints form at induction.

**Learners and Employers have access to this procedure and compliments/complaints forms via the BL website.** [www.blhairdressing.co.uk](http://www.blhairdressing.co.uk)

### **MAKING AN INFORMAL COMPLAINT**

**Learners** – may discuss any grievance they have with their Educator or the Academy Manager.

#### **Staff Responsibilities for Dealing with Informal Complaints**

The staff member takes the appropriate action to resolve the matter immediately whenever possible or within 10 working days. Staff brings the matter to the attention of the Academy Manager if there is a cause for concern. Informs the learner of the outcome verbally.

Completes a COMP 004 Internal Report stating the complaint and action taken. This is filed in the learners financial file and a copy is emailed to the Academy manger and to the Quality/ Operational Manager.

**The Academy Manager** in the case of a cause for concern takes the appropriate action to resolve the matter immediately whenever possible or within 10 working days and advice the staff member of actions they need to take if necessary.

Academy Manager completes a COMP 004 Internal Report stating the complaint and action taken and emails a copy to the Quality/ Operational Manager.

The Academy Manager enforces the formal complaint procedure if necessary or informs Quality/Operational Manager they will need to follow Company Procedure 10 Disputes Procedure.

**Employers** – may discuss a grievance with a staff member or the Academy Manager. The staff member receiving the complaint is responsible for resolving the matter immediately, whenever possible, or within 10 working days and informing the employer of the outcome. Any cause for concern is brought to the attention of the Academy Manager and completes a COMP 004 Internal Report, of which is emailed to the Quality/Operational Manager.

**BL Staff Members** –See grievance procedure in Terms & Conditions of Employment.

**MAKING A FORMAL COMPLAINT** - A COMP 024 Compliments/ Complaints Form is completed and emailed to the Quality/ Operational Manager for monitoring and a BL Director will take the necessary action to resolve the matter. The person making the complaint is informed of the action taken within 10 working days of the complaint being received. The action taken is recorded on the COMP 024

Compliments/Complaints Form and a copy passed to the person making the complaint and a copy retained

by the Company Director in the complaints file held in the SMT confidential folder on Dropbox. The completed form is emailed to the Quality/ Operational Manager.

A copy of the **COMP 024 Compliments/Complaints form** (if relevant) is held in the staff member's personal file and is used in preparation for staff appraisals by their line manager.

If the complaint is not resolved at this stage the complainant has the right of appeal

### **APPEAL**

Upon receipt of a notice of appeal by a complainant against a decision made at the Formal Stage, the staff member/manager shall inform the Director Julie Ritson immediately, who will then notify the SMT. The SMT shall consider the appeal and reply within 10 working days.

Should the complaint not be resolved at this stage the Director Julie Ritson will provide the complainant with information on any further steps which may be taken.