

Feedback, Compliments and Complaints Policy

Introduction

Busy Bees Education and Training Limited (BBET) is committed to dealing with feedback, compliments and complaints in a timely and effective manner in order to achieve a satisfactory outcome for all stakeholders, using outcomes to develop and improve services.

This document details the policy and procedure for feedback from learners, parents, employers and other interested parties regarding the level of service provided/received from Busy Bees Education and Training.

For complaints and appeals against assessment decisions or Internal/External Quality Assurance please refer to the appeals procedure.

Responsibility

The Chief Executive Officer has overall responsibility for this Policy and ensuring the following take/are in place:

- Briefing team members relating to how to deal effectively with feedback
- Ensuring all complaints are documented, dealt with promptly and passed to the relevant person
- Full investigation of all complaints and queries carried out impartially without bias
- Agree, recommend and implement any changes implied to quality/procedural documents from feedback received
- Inform relevant team members of feedback, actions, recommendations and outcomes
- Inform the ESFA, Awarding Organisations and other relevant stakeholders if the situation requires.

1. Policy

All feedback will be recorded, monitored and where appropriate investigated thoroughly. This will be regularly monitored by the Senior Leadership Team.

- 1.1 Busy Bees Education and Training will respond to feedback within 3 working days
- 1.2 Normally resolution of complaints and queries is within 10 working days, however some complaints may take longer if the issue is difficult to resolve. Where this is the case we will communicate an approximate timescale for resolution to all stakeholders involved.
- 1.3 The complaint should be made within 12 months of the event/issue to enable evidence to be sourced.
- 1.4 There will be no detrimental effects on service provided to complainants.
- 1.5 Compliments will be communicated to relevant team member via one to one meetings and may be used for celebration purposes
- 1.6 Records for all feedback will be retained for 3 years
- 1.7 All records will be retained in accordance with GDPR requirements

2. Feedback, Compliments and Complaints - Procedure

- 2.1 All feedback including complaints should firstly be raised with your initial point of contact . Where this is a complaint the team member must endeavour to resolve the complaint informally.
- 2.2 If this has not been resolved -then concerns or complaints should be sent to trainingfeedback@busybees.com where it will be recorded and disseminated to the relevant manager.
- 2.3 Where efforts to resolve an informal complaint have been unsuccessful the formal element of the process will proceed
- 2.4 Formal complaints must be made in writing either to the Head of Operations; via trainingfeedback@busybees.com; or in writing to Head of Operations, Busy Bees Education and Training, Shaftsbury Dr, Burntwood WS7 9QP.
- 2.5 Details required as a minimum are:
 - Name
 - Date of birth
 - Details of feedback/query/complaint, including dates where applicable
 - Contact details
- 2.6 If the complainant is acting on behalf of someone else (other than a parent of a learner age 16-17), written permission must be provided before any further details can be disclosed
- 2.7 Formal complaints are logged within 2 days of receipt and acknowledged by the 3rd working day after receipt.
- 2.8 A Responsible Manager will be assigned the complaint to investigate.
- 2.9 Outcomes/resolution will be communicated in writing within 10 working days
- 2.10 Dissatisfaction with outcome, please see Appeals 3.1 – 3.5.

3. Appeals

- 3.1 If the complainant is unhappy with the outcome of the complaint, they can appeal against the decision, in writing, within 10 working days of the outcome confirmation date. This can be sent to trainingfeedback@busybees.com or in writing to Senior Leadership Team, Busy Bees Education and Training, Shaftsbury Dr, Burntwood WS7 9QP.
- 3.2 If no appeal is received the complaint file will be closed.
- 3.3 Appeals are investigated by a member of the Senior Leadership Team who is independent of the original complaint and investigation
- 3.4 Outcome/resolution is normally advised within 10 working days, this may differ if complaint is more complex and/or requires further investigation
- 3.5 The outcome of the appeal concludes the complaint and appeals process

4. External Bodies

- 4.1 If the complaint relates to a programme funded by the Education and Skills Funding Agency (ESFA) the complainant can contact the ESFA upon exhaustion of the complaints and appeals process. This must be within 3 months of the appeal decision. ESFA contact at complaints.esfa@education.gov.uk or:
Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT
- 4.1a if the complaint relates to a commercially funded program then contact the Head of Quality via trainingfeedback@busybees.com or in writing to Head of Quality Busy Bees Education and Training, Shaftsbury Dr, Burntwood WS7 9QP.

- 4.2 The ESFA procedure for complaints can be accessed at: <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#complain-about-a-post-16-training-provider-college-or-employer-we-fund>
- 4.3 The ESFA will acknowledge complaints within 5 working days and advise what the next stage(s) will be.
- 4.4 If the complainant is unhappy with the ESFA response, then they can contact The Complaints Adjudicator:
Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

5. Monitoring Implementation

Monitoring of this procedure will be carried out as follows:

1st line checks:

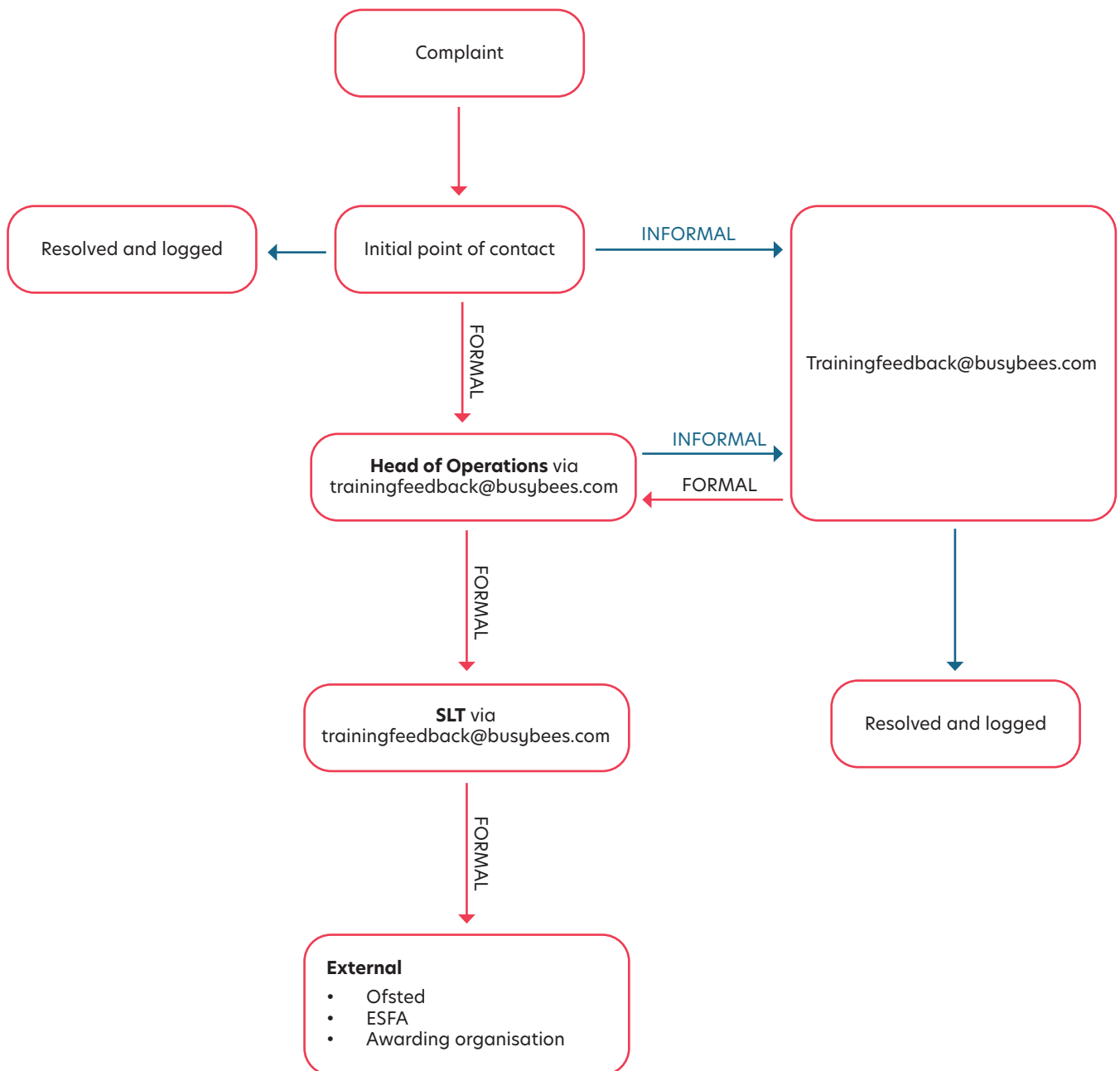
- Feedback will be collected on a monthly basis
- This will be reported to the Senior Leadership Team meeting
- Issues will be disseminated to the Assessment Team Leaders.

2nd line checks:

- The Regional Managers will follow up areas of concern/best practice with the relevant Development Coach.

All feedback will be reviewed quarterly and collated annually to inform the Quality Improvement Process, develop paperwork and processes and share best practice.

Complaints Process Flow Chart



Review

This policy is reviewed annually, agreed and signed off by our CEO. During the year, if any legislative changes are published, then the policy would be updated earlier than the annual review date.

Training and Roll Out

This policy will be made available via our website (busybeestraining.co.uk) and SharePoint. Training will be made available via our Virtual Learning Academy (VLA) and during Face-to-Face or Teams meetings as part of ongoing team members development, along with our commitment to this policy.

**Developing and empowering
world-class professionals**

Our Core Values

 **Accountable**  **Integrity**  **Motivational**

Aim higher together