

Feedback, Compliments and Complaints Policy

Mission, Vision and Values

Mission

Progressing lives through pioneering education.

Vision

Empowering people to unlock their full potential and achieve lasting success.

Values

Care

Expertise

Innovation

Accountability

Values



Care



Expertise



Innovation



Accountability

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1. Introduction

Busy Bees Education and Training (BBET) is committed to delivering high-quality education and training and to ensuring that all learners, employers and stakeholders have access to a clear, fair and transparent process for raising feedback, concerns and complaints.

This policy sets out how BBET will:

- manage feedback, compliments, concerns and complaints effectively
- ensure concerns are addressed promptly and fairly
- use feedback to drive continuous improvement
- ensure individuals can raise concerns without fear of disadvantage or victimisation

BBET promotes a culture of openness and accountability, and the views of our learners, employers and other stakeholders, whether positive or negative, are treated as an important part of learning, adapting and improving to provide a better service.

No individual will be treated less favourably as a result of raising a concern or complaint in good faith.

2. Scope

This policy applies to all aspects of BBET provision and is for:

- All prospective and current learners and alumni
- All BBET employees including temporary, part-time and full-time staff
- Partner organisations and contractors
- Employers and workplaces hosting learners
- Visitors, members of the public and other stakeholders engaged with BBET activities

This policy does not apply to:

- safeguarding disclosures (managed under the Safeguarding Policy)
- whistleblowing disclosures (see Speak up Policy)
- assessment decisions or appeals (see Appeals Policy)

3. Definitions

Feedback: General comments, compliments or suggestions that support service improvement.

Concern (Informal Complaint): An expression of dissatisfaction that can usually be resolved quickly and informally.

Formal Complaint: An expression of dissatisfaction that requires formal investigation and response.

Complaints may be about:

- A failure to provide a service or an inadequate quality or standard of service
- A request for a service or for information which has not been actioned or answered
- Policies and procedures not being available or followed correctly
- Incorrect information being provided
- The quality and availability of facilities and learning resources
- Accessibility of buildings or services
- Treatment by, conduct, or attitude of, a member of a BBET team or a learner

A complaint is not:

- A routine first time request for a service

- A request for information or an explanation of a policy or practice
- A disagreement with an assessment decision
- Issues that are in court or have already been heard by a court or a tribunal
- A request for information under the Data Protection or Freedom of Information Acts
- A grievance by a member of the BBET team

4. Principles

BBET's approach to complaints is underpinned by the following principles:

- **Accessibility** - the process is clear, inclusive and available in alternative formats
- **Fairness and impartiality** - complaints are investigated objectively
- **Timeliness** - issues are addressed within clear timescales
- **Confidentiality** - information is handled sensitively and in line with data protection requirements
- **Transparency** - outcomes and decisions are clearly communicated
- **Continuous improvement** - feedback informs quality improvement

5. Feedback and Compliments

BBET actively encourages feedback to improve services.

Feedback is collected through:

- learner and employer surveys
- onboarding and exit feedback
- progress reviews
- direct communication (email, phone or in person)

Positive feedback and compliments are:

- recorded and shared with relevant teams
- used to recognise good practice

Feedback themes are reviewed by the Senior Leadership Team and inform:

- Self-Assessment Report (SAR)
- Quality Improvement Plan (QIP)
- curriculum and service development

BBET operates a "You Said, We Did" approach in response to feedback.

6. Complaints Process

BBET aims to resolve concerns at the earliest possible stage. Where informal resolution is not possible, the formal complaints process should be followed. Complaints can be submitted via:

Website: found at the link [here](#)

Telephone: 01543 711150

Email: trainingfeedback@busybees.com

Letters sent to: Busy Bees Education and Training, St Matthews, Shaftsbury Drive, Burntwood, WS7 9QP, UK.

Anonymous complaints will be considered where sufficient detail is provided, although investigation may be limited.

Accessibility

Support will be provided for learners with additional needs and alternative formats are available on request.

Please note: All complaints about BBET team members will be referred to the People and Culture team and dealt with under the BBET disciplinary policy and procedure.

7. Formal Complaints Stages

Stage 1 - Formal Complaint

Complaints can be submitted to trainingfeedback@busybees.com

The complaint should include (where possible):

- full name and contact details
- details of the complaint
- relevant dates and locations
- individuals involved
- impact of the issue
- desired outcome

Timescales:

- Acknowledgement within **2 working days**
- Full response within **15 working days**
- If substantial further investigation is required, an interim response will be provided with revised timescales.

Stage 2 - Review

If the complainant is not satisfied with the Stage 1 outcome, they may request a review by the **Operations Director**. Requests must:

- be submitted within **10 working days** of the Stage 1 response
- clearly state the reasons for dissatisfaction

Timescales:

- Acknowledgement within **2 working days**
- Response within **15 working days**

Stage 3 - Final Internal Review

If the complaint remains unresolved, an appeal may be escalated to the **Quality & Compliance Director**. Requests must:

- be submitted within **10 working days** of the Stage 2 response
- outline the reasons for escalation

Timescales:

- Acknowledgement within **2 working days**
- Final response typically within **10 working days**

This represents BBET's **final internal decision**.

8. External Escalation

If the complainant remains dissatisfied after exhausting BBET's internal procedures, they may escalate their complaint to external bodies, including:

- the relevant Awarding or End-Point Assessment Organisation
- the Department for Education via the Apprenticeship Service
- Ofsted, where concerns relate to quality of education or safeguarding

BBET will provide relevant contact details upon request.

Please note, BBET's complaints and appeals procedures must be fully exhausted, with no mutually acceptable resolution attained, before escalating a complaint to an external agency such as a funding or awarding organisation can be considered.

An awarding organisation would never become involved in any monetary-related dispute.

9. Investigation Process

All formal complaints will be:

- investigated by a suitably trained and impartial individual
- supported by appropriate evidence gathering
- conducted in a fair and proportionate manner

Investigations may include:

- review of documentation
- interviews with relevant individuals
- liaison with employers or external partners

Where appropriate, actions may include:

- service improvements
- staff development or disciplinary action
- learner support interventions

10. Confidentiality and Protection

BBET will:

- handle and record all complaints securely in line with data protection legislation
- maintain confidentiality where appropriate
- protect individuals from victimisation or unfair treatment
- retain records for a minimum of 3 years
- follow relevant procedures where complaints overlap with whistleblowing or safeguarding

11. Monitoring, Reporting and Quality Improvement

BBET will ensure that complaints are used as a key driver for improvement.

- All complaints and outcomes are logged centrally
- Data is reviewed regularly by the Senior Leadership Team
- Trends and themes are analysed to identify risks or improvement areas
- Findings inform the Self-Assessment Report and Quality Improvement Plan
- Significant issues are escalated to governance
- An annual summary report is presented to ensure oversight and accountability.

12. Roles & Responsibilities

Board

- Ensure this policy meets the requirements of relevant legislation and regulations
- Ensure effective monitoring of this policy

Senior Leadership Team

- Ensure effective implementation of the policy
- Create culture which values complaints as an opportunity to improve service
- Support Investigating Managers in undertaking actions as part of this policy
- Work with Quality & Compliance Director to understand complaint trends and themes and drive progress against areas for improvement

Quality & Compliance Director

- Oversee complaints handling and investigations
- Ensure regulatory compliance
- Raise awareness of the complaints process across BBET
- Ensure appropriate complaints records are maintained including the complaints log

Managers

- Ensure that both formal and informal complaints are effectively supported and recorded
- Ensure staff understand policy and procedures
- Ensure all formal complaints are logged and reported to Quality & Compliance Director

Staff

- Ensure that straightforward concerns (informal complaints) are addressed appropriately and promptly where possible and reported / recorded
- Respond to concerns professionally and promptly
- Escalate issues and formal complaints appropriately

Learners, employers and Stakeholders

- Raise concerns in a timely and constructive manner

13. Related Policies

This policy should be read alongside BBET's other policies and procedures including:

- Anti-Bullying and Anti-Harassment Policy
- Code of Conduct
- Disciplinary Policy
- Equality, Diversity and Inclusion Policy
- Grievance Policy
- Health and Safety Policy
- Learner Inclusion Policy
- Malpractice and Maladministration Policy
- Recruitment Policy
- Safeguarding Policy
- Speak Up Policy

Contact

If you have any questions or suggestions regarding this policy, please contact:

Quality & Compliance Director / Operations Director

Busy Bees Education and Training

St Matthews, Shaftsbury Drive, Burntwood, WS7 9QP, UK.

Email: trainingfeedback@busybees.com

Statutory information

Busy Bees Education and Training Limited

Registered in England and Wales under Company Registration No. 03026494

Registered Office: St Matthews, Shaftsbury Drive, Burntwood, WS7 9QP, UK.

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/or during Face-to-Face or Teams meetings as part of ongoing staff development, along with our commitment to this policy. Training is refreshed regularly and recorded.

Review

This policy is:

- Monitored by senior leadership
- Reviewed at least annually, or in response to legislative changes, following updates to risk assessments or incidents, or feedback and identified improvements
- Agreed and signed off by the CEO

Policy Owner: Quality & Compliance Director

Ref: Q02-Feedback, Compliments and Complaints Policy

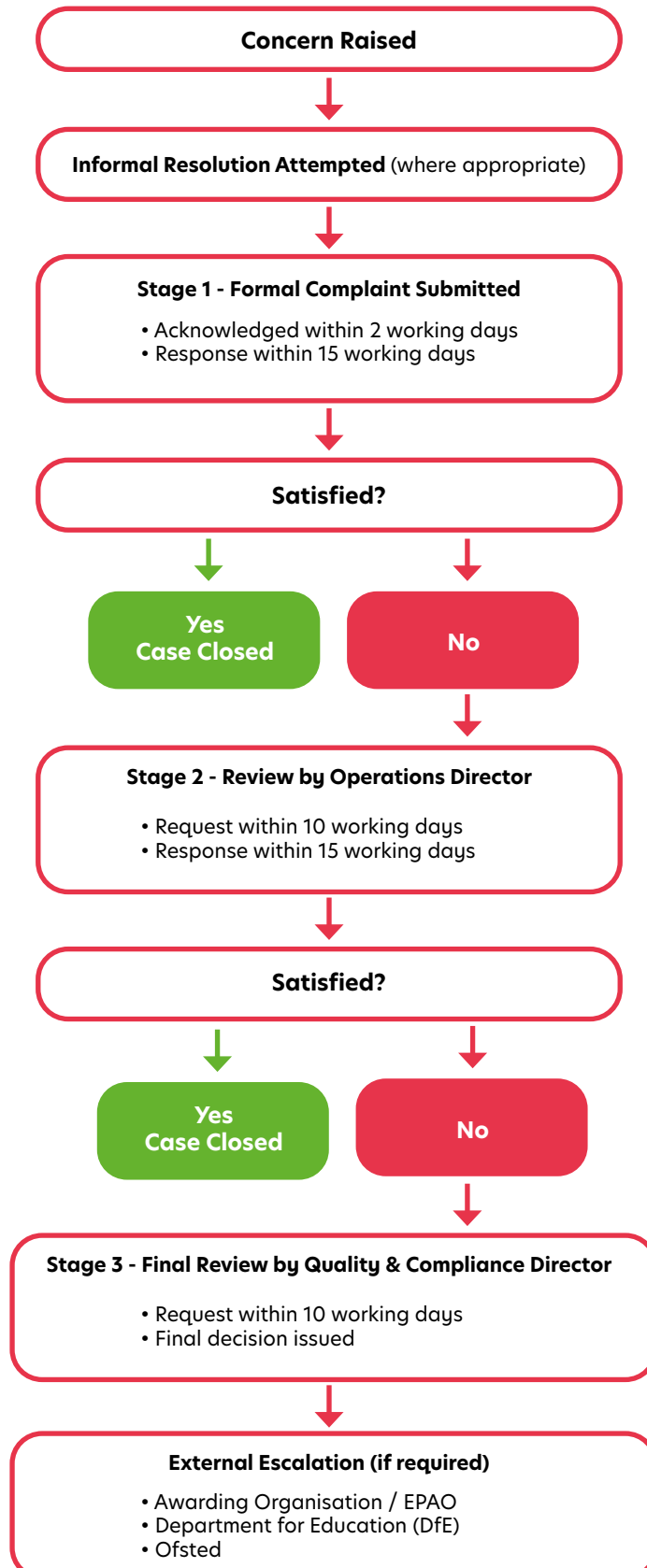
Version: 2.0

Approval Date: 1st April 2026

Review Date: 31st April 2027

Appendix A - BBET Complaints Process

Complaints are not defined by the process through which they are reported but by the severity of their nature. Complaints can be made verbally in person, by phone, writing by email or letter or through BBET's website.



Appendix B - BBET Complaints Form

This form is available on BBET's website - Click [here](#), Virtual Learning Environment and on request.

Your Details

Full Name	
Role (learner, employer, staff)	
Organisation (if applicable)	
Learning Programme	
Contact Email	
Contact Telephone No.	
Preferred method of contact	

Complaint Details

Date of incident	
Location	
Name (s) of person(s) involved	

Please describe your complaint clearly (include what happened and when):

What impact has this issue had on you?

What outcome are you seeking?

Previous Action Taken

Have you raised this concern before? Yes No

If yes, please provide details:

Supporting Evidence

Please list/attach any supporting evidence attached (if applicable):

Declaration

I confirm that the information provided is accurate to the best of my knowledge.

Signature:

Date: