

Feedback, Compliments and Complaints Policy

Introduction

Busy Bees Education and Training Limited (Busy Bees Training) 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 Training.

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

Responsibility

The Managing Director has overall responsibility for this Policy and ensuring the following take/are in place:

- Briefing staff 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 staff 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 Management Team.

- 1.1 Busy Bees 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 Feedback should be 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 staff 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 the relevant member of staff e.g. Development Coach. Where this is a complaint the staff member must endeavour to resolve the complaint informally.
- 2.2 Other feedback and compliments will be recorded in Smart Assessor and/or sent to BBTcompliance@bbtraining.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 Internal Quality Assurer (IQA); via BBTcompliance@bbtraining.com; or in writing to BBT Compliance, Latchford House, Shenstone, Staffordshire, WS14 0SB.
- 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 outcome confirmation date at the contact details in 2.4.
- 3.2 If no appeal is received the complaint file will be closed.
- 3.3 Appeals are investigated by a manager 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

- 4.2 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 Adjudicator
Education and Skills Funding Agency
Legal and Information compliance
Cheylesmore house
Quinton Road
Coventry
CV1 2WT

4.5 Escalation of complaints for SQA learners

Candidates of SQA qualifications also have the right to complain to SQA awarding body. SQA will only consider your complaint if you have already gone through all stages of Busy Bees Education and Training complaints procedure and remain dissatisfied with the outcome, or the way in which we handled your complaint.

SQA will deal with complaints about:

- assessment – in the broadest sense, including the conduct of, preparation for, and environment for, assessment
- dissatisfaction with the way in which the centre handled the complaint

SQA will not deal with complaints about:

- assessment decisions (use Appeals or Post-results Services)
- the wider experience of being a candidate (e.g. support services, funding, facilities)

All candidates on regulated qualifications (including all SVQs) also have the right to complain to SQA Accreditation, Ofqual or Qualifications Wales (as appropriate) once you have exhausted Busy Bees Education and Training's complaints procedure and the SQA awarding body's complaints procedure. This does not apply to candidates on non-regulated qualifications.

5. Monitoring Implementation

Monitoring of this procedure will be carried out as follows:

1st line checks:

- The Systems and Compliance Manager will collate feedback data on a monthly basis
- This will be reported to the weekly Senior Management Team meeting
- Issues will be disseminated to the Head of Quality and the Head of Operations

2nd line checks:

The Head of Operations and Head of Operations will follow up areas of concern/best practice with the relevant Assessment Team Leader and IQA

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

