



BLUE LION
TRAINING ACADEMY

**COMPLAINTS
POLICY AND PROCEDURE**

DOCUMENT HISTORY

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This Policy and Procedure document has been approved by the CEO / Director and is signed on release to the BLQMS on Monday.com as per the version control status in the above table:



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COMPLAINTS POLICY

Blue Lion Training Academy Limited (the 'Organisation') aims to provide defect-free products and services to its customers on time and within budget, we aim to audit our policies and procedures to drive continuous improvement. However, we accept that occasionally things can go wrong.

This Policy describes how staff, apprentices, learners, employers, service providers, customers and the public may make a complaint to Blue Lion Training Academy if they are dissatisfied with any aspect of our service.

If you encounter a level of service that you feel does not meet your expectations, we would like to hear from you. Equally, if you are pleased with the services offered, or have a suggestion on how we might improve our services, please let us know by contacting us info@bluelionta.com

'Complainant' is a collective term used throughout this policy and procedure to refer to any person whether they are staff, apprentices, learners, employers, service providers, customers or the public.

POLICY STATEMENT

Blue Lion Training Academy is committed to providing a high-quality service for our Apprentices and full cost courses for our learners and/or service users and external contacts, in a non-discriminatory way.

It is our policy to take all complaints seriously and to ensure that they are promptly investigated at an appropriate level. We are also committed, whenever possible, to act to reduce the likelihood of recurrence of similar problems.

We will take extra care ensuring any information identifying complainants is kept secure and confidential, processing information in accordance with our Data Protection Policy. Any records containing sensitive information and/or identifying the complainants will be kept secure and confidential for the retention period and will then be disposed of in a secure manner.

This Policy sets out rules on how to make a complaint and explains the process of dealing with any complaints made. The Complaints Policy and Procedure must be read in conjunction with our Appeals Policy and Procedure.



SCOPE

This Complaints Procedure deals with complaints arising from Blue Lion Training Academy:

- Recruitment and Delivery (or lack of delivery) of services for education and training including teaching, course content, coaching, tutoring, assessment, feedback on progress and Apprentice support during learning programmes
- Incorrect or misleading information about services provided by us
- Delivery (or lack of delivery) of support services provided by us including administration of fees, enrolment processes, health and safety and Apprentice resource services
- Unacceptable actions or behaviour by our staff and/or other Apprentices in Blue Lion Training Academy

PURPOSE

We will deal with legitimate complaints in a fair, prompt and objective manner.

- Apprentices will not be disadvantaged by raising a complaint.
- We will be fair in the treatment of all those who complain irrespective of age, gender, ethnicity and disability.
- Complaints will be dealt with promptly and constructively.
- All complaints will be dealt with in confidence but shared with any person who may be the subject of a complaint.
- The outcomes of any complaint will be shared with the complainant and any staff involved.
- Complaints made which, on investigation, turn out to be malicious, may result in disciplinary action.
- The Directors will be responsible for the management of the Complaints Policy.



COMPLAINTS PROCEDURE

All complaints must initially be made in writing to the Operations Director & DSL (Geeta Dhanjal via email or by post to geeta.dhanjal@bluelionta.com)

Blue Lion Training Academy Limited
Geeta Dhanjal
19 St. Christopher's Way,
Pride Park,
Derby, DE24 8JY

Support can be made available for all those involved in a complaint including parent, guardian, friend or supporter who can support with completing the Written Complaint.

INFORMAL DISCUSSION

We promote communication between us and the complainant and so wherever possible, the complainant should try to resolve any grievance by firstly talking about it informally with one of the Directors to try and agree a solution.

If the grievance is too serious, if we or the complainant thinks it is not appropriate in the circumstances to deal with the grievance informally, or if discussing the grievance informally does not work, the complainant's grievance will be dealt with formally.

If we think that an investigatory interview would be helpful at any stage during the grievance process before a formal meeting is held or continued, we may take statements from the complainant or witnesses or review documents at our discretion. No decision will be taken until after formal meeting has been held.

Complainants do not normally have the right to bring a companion to an investigative interview. However, we may allow complainants to bring a companion in its absolute discretion.

INFORMAL COMPLAINTS PROCEDURE

Blue Lion Training Academy aims to resolve most of the complaints by carrying out a discussion between the complainant and the appropriate member of staff.

The initial complaint may be made orally or in writing and the member of staff receiving the complaint should make a response within 10 working days, orally or in writing.

It is expected that staff are tactful and courteous in dealing with a complaint. If the complainant is dissatisfied with the response received, they should then be guided to using the formal procedure.



FORMAL COMPLAINTS PROCEDURE

As a rule, we require that a formal complaint is made in writing within 15 working days of an incident or action from which the complaint arises, or from the date when the complainant received an oral or written reply to an informal complaint.

- In exceptional circumstances, a longer period will be considered.
- The complaint should be sent to the Operations Director & DSL (Geeta Dhanjal)
- If the complaint involves the Operations Director & DSL then, an alternative senior will be appointed to manage the process.
- The complaint will be logged, and its receipt will be acknowledged to the complainant within 5 working days.
- The Operations Director will carry out an initial assessment of the complaint within 5 working days.
- In most cases, complaints will be referred to the appropriate staff for investigation and report.

Blue Lion Training Academy will nominate a suitable member of the management team to carry out an investigation of the complaint. They may interview the complainant; the respondent; witnesses to the matter or events; and anyone they believe may have a role in establishing or disproving the complaint, as necessary.

They will prepare a summary and report back to the Operations Director within 10 working days of the initial assessment.

- The Operations Director will record the outcome of the complaint and either arrange a meeting to deliver the outcome or notify all those involved in writing as appropriate.
- All outcomes will be confirmed in writing to all those involved.
- If the complaint involves an Apprentice, they will be offered support at the meeting.
- All Apprentices will be encouraged to bring a supporter to the interview.

Vulnerable Adults must have the support of their care worker, or a person of their choice, who can act as their advocate and the Operations Director must be informed.

The formal complaint should be resolved within 25 working days of the receipt of the original formal complaint. If it appears that a decision will not be reached within the due period, those involved will be advised of the need for a longer period. The decision made will be final, but this does not affect an individual's legal rights and includes the right to complain directly to the ESFA (Education Skills Funding Agency) if the apprentice is not satisfied with the outcome of the complaint.

REVIEWING THE COMPLAINTS POLICY

We will review the Complaints Policy and Procedure every 12 months to include:

- Number of complaints of each type
- Time taken to process complaints



- List of outstanding complaints
- Outcomes to complaints
- Results of appeals
- Analysis of complaints and outcomes by age, gender and ethnicity of the complainant.

Any changes to the Complaints Policy and Procedure, should these be required, will be communicated with all staff members, external contact and service users.

For audit purposes, we will keep a record of all complaints for the period of 3 years on our monday.com board and will make these available to the relevant authorities upon request.



COMPLAINT PRINCIPLES

What is a complaint?

Everyone has a different opinion as to what a complaint is. We view a complaint as being dissatisfied with a product and/or service. In the main complaints fall into these categories

- Failing to stick to our own policies and procedures
- Failing to deliver what we say we will deliver

Examples:

Tutor Delivery; if we say that your tutor will see you every 4-6weeks and your tutor doesn't turn up or keeps cancelling, then we need to know. We do monitor our tutors, but things can go wrong.

Customer Service; Hopefully you would never encounter any rudeness from our team however if this does happen then please let us know so we can address it.

Marking of assessments; If you are not happy with any feedback from your tutor on your submitted apprenticeship work, then we want to hear from you.

Anyone who engages with us can make a complaint. However, please remember that we do not follow up on anonymous complaints.

Complaints will be dealt with confidentially so far as reasonably possible and all persons involved must keep information learnt during this process, confidential.

The purpose of a complaints or appeal meeting is for the complainant to explain their grievance and how they think that it should be resolved using evidence available to make representations, allowing us to come to a decision.

If a definitive outcome cannot be given within the timescales within this procedure (e.g., when a matter is very complex or where we have to consult a third party on the matter) you will be updated as to the progress being made, as soon as reasonably possible.

If one of our employees deliberately gives false information, is dishonest or makes a false complaint during the grievance process, this may lead to disciplinary action.

Employees will not normally be suspended during the grievance process, but we reserve the right to suspend if in our discretion, this is helpful and reasonable.

The complainant has the right to appeal any decision made about a grievance as set out in the appeals section of this procedure.

We will process personal data collected during informal discussions and the formal grievance procedure in accordance with our data protection policy. In particular, data collected as part of informal discussions and the grievance procedure is held securely and accessed by, and disclosed to, individuals only for the purposes of responding to the grievance or conducting the grievance procedure. Inappropriate access or disclosure of complainant's data constitutes a data breach and should be reported in accordance with our data protection policy immediately.



WHEN TO CONTACT THE ESFA

Complaints on behalf of learners (apprentices), parents, authorised representatives of the learners and employers should contact ESFA if the appeal decision is not acceptable by the complainant

You should email complaints to complaints.esfa@education.gov.uk or put them in a letter to:

Customer Service Team,
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT

EVALUATION

We evaluate the dissatisfaction / complaints on a regular basis to see how we can improve either the process and/or service any actions to improve are implemented and policy and procedures adjusted to reflect any changes.

This evaluation involves our staff from across the business so we can have differing views and opinions that help us to stay relevant.

This also acts as a training tool to help our staff to deal with complaints and also be involved in any changes. This then impacts on our customers when making a complaint to have a positive experience in a difficult situation



APPENDIX 1: CUSTOMER COMPLAINTS FORM

To register a formal complaint please complete the form with as much detail as possible. Include who was involved, what occurred, times, dates, and evidence.

YOUR DETAILS

Full Name	
Email	
Telephone	
Address	
Preferred method of contact: Phone or Email or Post	<input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Post

DETAILS OF COMPLAINT

Date of Complaint	(DD/MM/YYYY)
Please give a summary of the complaint below and attach any evidence you wish to be considered within this complaint.	
Please give a summary of how you would like this complaint to be resolved	
Signature:	
Date: (DD/MM/YYYY)	



OFFICE USE ONLY

Date of Grievance Meeting:(DD/MM/YYYY)

Attendees:

Outcome of Grievance Meeting:

Blue Lion Training Academy Director Name:

Signature:

Date: (DD/MM/YYYY)

Confirmation from Complainant

Decision: Cross one box only

Accepted

Rejected

Signed:

Date: (DD/MM/YYYY)

All complaints & appeals will be treated in the strictest of confidence, as private and confidential.

Please print, complete, sign and scan your completed form and email to geeta.dhanjal@bluelionta.com
or by post: Blue Lion Training Academy, 19 St. Christopher's Way, Pride Park, Derby, DE24 8JY



Get in touch!

Visit us online...

www.BlueLionTA.com

Call us...

01332 738625

Email us...

info@BlueLionTA.com

Find us...

Blue Lion Training Academy Limited

19 St. Christopher's Way,

Pride Park,

Derby.

DE24 8JY



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