

Policy: 1.14 – Complaints



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Introduction

This Policy describes the procedure to be followed if any interested party wishes to make a formal complaint about any aspect of Bridge Training Limited. It is emphasised that Bridge Training will make every effort to resolve complaints in an informal manner. All serious concerns should be raised with a member of staff as early as possible.

Bridge Training value the way in which all our qualifications and services are delivered and the students who undertake them. Therefore, it is important that if anyone feels that they have received a level of service that is below the level of expectations set that you raise any concerns immediately so that Bridge Training can address them and learn any lessons.

This policy covers complaints from learners, members of the public and any other associated parties who may wish to complain in relation to the qualifications and services delivered.

General Complaint Procedure

Any problem or concern should be raised promptly with the teacher or a member of staff. If your concern is more serious you may prefer to make an appointment to discuss it with a member of the Senior Management Team. All staff will make every effort to resolve your problem promptly at this informal stage. Most concerns and potential complaints can best be resolved through informal discussion.

When making a complaint, please give Bridge Training your full name, contact details (including email address) and a daytime telephone number along with a written

- Full description of the complaint (including the subject matter, dates and times)
- Any names of people you have dealt with so far
- Copies of any supporting evidence/documentation to do with the complaint

Sometimes a person making a complaint may wish to remain anonymous. If there are concerns about possible adverse consequences a request to a member of the Senior Management Team may be made not to divulge your identity.

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Stage 1

If you are dissatisfied with the response of the member of staff at the informal stage, then you may wish to put your concerns in writing/email. You should make it clear if you wish the matter to be dealt with as a complaint. All complaints are investigated by an impartial individual and they will provide a written response. This will normally be within 10 working days of your letter, but you will be kept informed if, for example, more time is needed to complete the investigation. If your original concern was about an action by any member of staff personally, and you have already discussed it at the informal stage, then you should put your complaint in writing to a member of the Senior Management Team.

Stage 2

If you are not satisfied with the response, you may contact any member of the Senior Management Team. They will investigate your complaint and, in most cases, seek to resolve the matter through discussion with yourself. At the end of this stage, you will be provided with a written response. This will normally be within 10 working days, but you will be kept informed if more time is needed. If you are not satisfied with the response at the end of stage 2, the complaint can be referred to the Managing Director.

Stage 3

The Managing Director will investigate your complaint. This will normally be arranged within fifteen working days of your complaint being received. You may be invited to speak to the Managing Director at a meeting and be accompanied by a friend or representative. After the meeting you will be advised of the outcome in writing. This will normally be within 10 working days of the meeting. For most complaints the decision of the Managing Director is the final step in the procedure.

General

There is a specific procedure for complaints about Bridge Training and matters relating to it. In general, these are dealt with in a similar way to other complaints. However, there are some specific differences

- You may complain either to the ESFA / DFE
- The Awarding Body

In general, internal Bridge Training matters are the responsibility of Bridge Training and its Senior Management Team but you do have the right to approach the relevant Awarding Body (policies for raising complaints with Pearson, VTCT, NCFE and OCN London are available on their web sites):

Vocational Area	Awarding Body	Website
Maths and English (including GCSE, Functional Skills and ESOL)	Pearson	https://qualifications.pearson.com/en/contact-us/feedback-and-complaints.html#tab-Work-basedlearningproviders
Hair Beauty	VTCT	https://www.vtct.org.uk/wp-content/uploads/2017/04/Complaints-policy-and-procedure.pdf
Health and Social Care Creative Arts	NCFE	https://www.ncfe.org.uk/learners/complaints
Photography	OCN London	<u>Complaints Procedure - OCN London</u>

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Complaints Against Bridge Training Staff

If your complaint amounts to or includes an allegation against a member of staff, this may need to be considered under Bridge Trainings disciplinary procedure for employees, rather than the complaint procedure. You will be advised if these procedures are to be used in dealing with your complaint.

All complaints regarding, must be in writing and emailed to the hello@bridgetrainingltd.co.uk and in the subject line 'Private and Confidential – FAO of HR Only' and/or in letter form and addressed to the HR manager. The above process will then be followed from Stage 1.