



Complaints Policy

Birmingham Electrical Training (BET) is committed to providing the highest quality of service to learners, employers and customers.

BET recognise that learners, employers and customers have the right to raise concerns or complaints about our services and have access to clear information on how to voice complaints or concerns.

We will take any concern or complaint made against the company or any member of staff seriously and will investigate it promptly, for resolution as quickly as possible. We will ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames. We will listen carefully to complaints and treat complaints as confidential, where possible. We will investigate the complaint fully, objectively and within the stated time frame. We will notify the complainant of the results of the investigation and any right of appeal.

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel BET has:

- Failed to provide a service or an acceptable standard of service.
- Made a mistake in the way the service was provided.
- Failed to act in a proper way.
- Provided unfair service.

There are three stages to the complaint's procedure:

- Stage One – Informal
- Stage Two – Formal
- Stage Three – Appeal



Stage One – Informal

BET encourages learners, staff, employers and customers to aim to resolve any issues or concerns through open and informal procedures in the first instance by speaking to a member of the management team. Any person with a complaint or concern is invited to discuss the matter first with an appropriate member of staff. In the case of learners this could be their Tutor or Training Officer. They will respond with advice and guidance as how to proceed from this point to resolve the issue raised. In the case of staff, this should always be their Line Manager. If the complaint is about their Line Manager, then a Director. In all instances, it would be expected that concerns are raised within 14 days of their occurrence.

Stage Two – Formal

If the person is not satisfied with the informal route then they can submit a formal complaint. This can be submitted via one of the below methods;

- Telephone: 0121 616 0700 asking to speak to the Contracts Director or a Director.
- Email: info@betltd.co.uk
- Post: Birmingham Electrical Training, 34 Brearley Street, Birmingham B19 3NR.

Receipt of the complaint will be acknowledged within writing 2 working days from when the formal complaint is received.

A member of the senior management team will deal with the complaint and a full investigation will be carried out. This may include further discussions, clarifications or meetings with the complainant.

We will reply within 15 working days with a full response outlining the outcomes of the investigation in writing. If it is not possible to respond within this time, for example because a detailed enquiry is taking place, or staff absence etc. – we will issue an interim response, explaining what is being done to deal with the complaint and when a full reply can be expected.



BET will notify you within 10 working days if the complaint is not upheld, reasons will be given as to why.

Stage Three – Appeal

If the complainant is not satisfied with the outcome, they are entitled to appeal the decision in writing to an appointed person who has no involvement in the complaint or investigation within 5 working days from the date the outcome letter was received. The appointed person should be a senior staff member and have had no substantial involvement in the dealing of the complaint.

All complaints will be monitored and where possible used to improve and develop the services provided by BET.

Education & Skills Funding Agency

If you are dissatisfied with the response you receive from BET you should contact the Education & Skills Funding Agency (ESFA) Apprenticeship Service Support on:

- Telephone – 08000 015 600
- E-mail – helpdesk@manage-apprenticeships.service.gov.uk

This policy can be found online at <http://birminghamelectricaltraining.co.uk/wp-content/uploads/Complaints-Procedure.pdf>

Document History

Birmingham Electrical Training policies will be reviewed annually by the management team to ensure that they remain fit for purpose.

Version History

| Issue Date | Author | Summary of changes | Date of next review |
|-------------------|---------------|---------------------------|----------------------------|
| 02/03/2018 | T M Goddard | Reviewed & Updated | 02/03/2019 |
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