

Complaints Procedure

If for any reason you are unhappy with the service you receive from BET then there are various ways in which you can seek advice, support and assistance.

- ✦ You should first of all discuss your problem with the Training Officer/BET staff during the training review or attendance at college.
- ✦ If the problem is of a more urgent nature then you should telephone BET's office and talk to a member of staff who will either deal with your problem or refer you to a member of staff who can.
- ✦ Problems can often be sorted out quickly and easily at this stage by people who are familiar with you and your situation.
- ✦ If, after talking to any of the above, you feel there is still a problem, you can discuss the matter with the manager of BET.
- ✦ For other problems or where you have complained to BET's manager and are still not happy with the outcome, you are entitled to use the formal Complaints Procedure.
- ✦ All complaints relating to the service you have received from BET should be made within a 6-month period of the reason for the complaint occurring, after which time the complaint will be considered no longer valid and no action will be taken.
- ✦ Any complaints after a learner has left the training programme, relating to the service provided by BET, should be made through the formal complaints procedure and be made within 6-months of the learner leaving the programme, after which time the complaint will be considered no longer valid and no action will be taken.

Formal Complaints Procedure

- ✦ Put your complaint in writing and return to the Contracts Manager at BET.
- ✦ The manager will record your complaint and may wish to arrange a meeting to gain further information, in which case a convenient time will be arranged.
- ✦ You will receive a written response to your complaint within fourteen working days. This will explain the findings of the investigation and details of any action to be taken if applicable. If it is found that the complaint is not justified you will be given an explanation of the reasons for this decision. If in the unlikely event you have not received a written response within fourteen working days then please contact the manager.
- ✦ If you are dissatisfied with the response you have received from BET you should then contact in writing:
Complaints Team, Education and Skills Funding Agency
Cheylesmore House, Quinton Road, Coventry, CV1 2WT

Apprenticeships Helpline

- ✦ You can contact the apprenticeship helpline regarding apprenticeship concerns, complaints and enquiries;
 - National Apprenticeship Helpdesk
 - Email – nationalhelpdesk@apprenticeships.gov.uk
 - Telephone – 0800 015 0400