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Complaints & Compliments Policy

Be Inspired Training Ltd aims to provide all learners and other customers of our services with the right to complain and to have access to an appeals procedure against any decision that the management may make with regard to a received complaint.

We love to know when we are doing things right - please tell us when we do things well

We aim to provide the best possible service for everyone we work with. We like to know when you are pleased with the way we have done things or if we have exceeded your expectations. We also welcome suggestions for improving our services. You can do this at any time by:

- Writing to us at your Be Inspired Training Ltd Centre Address.
- emailing us – you can use the 'contact us' page on our website
- Speaking to one of us by phone or in person
- Completing one of our feedback questionnaires

We include case studies and testimonials in our marketing and publicity material, and we appreciate the time you take to feed back to us.

Please tell us when we get things wrong Unfortunately, mistakes can happen, and things don't always go to plan. When this happens, we need you to tell us so that we can put it right and prevent it from happening again. We will aim to ensure that:

- *Making acomplaint is as easy aspossible*
- *Formal complaints are acknowledged in writing*
- *Complaints are dealt with promptly, politely and, when appropriate, confidentially*
- *Responses are within a stated period of time*
- *Action is taken where appropriate*

Making an informal complaint

We recognisethatmanyconcernswillberaisedinformallyanddealtwith quickly.Informalcomplaintscanbemadebyspeakingdirectlytooneofus.This will helpusto:

Resolve informalconcerns quickly

Keep matterslow-key

Providemediationbetweenthecomplainantandtheindividualtowhomthe complainthasbeen referred.

Making a formal complaint

a) All complaintshouldbemadedirectlytotheAdministrationteamwhowill then log them onto the customer complaints database. The Administration team will then immediately pass the complaint to the relevantmemberofstafftoinvestigate.Ifitisaboutamemberofstaffthe complaint willbeinvestigated bytheDirectors of the company.

b) Theresponsiblememberofstaffwilltelephone,whereverpossible,and write to the customer within 3 working days to acknowledge the complaint or claimand,ifnecessary,clarifythecontentofthecomplaint.Acopyof any correspondence or notes of telephone calls should be retained and logged on the database.

c) Theresponsiblememberofstaffwilltheninvestigatethecomplaintor claim.Thecustomers'wordshouldbetakenatfacevalueunlessthereis strong evidence to the contrary. While natural justice should be maintained this must be balanced against having a long, drawn-out investigationprocess.

d) Theresponsiblememberofstaffmustapproachtheinvestigationasan opportunity for quality improvement. The responsible member of staff mustactasarepresentativeofthelearner,testingactionsanddecisions to seeifBeInspiredTrainingLtdheldthebestinterestsofthelearner uppermost and whether we failed to serve the interests of the leaner and meettheirreasonableexpectations.Nothingshouldbetakenforgranted or onfaith.

e) Theresponsiblememberofstaffwillrespondinfullinwritingwithin10 working days.

f) If thereisadelaytothistimescaletheinvestigatingmemberofstaff should inform the complainant of the likely timescale and keep them informed.

g) The full response to the complaint is likely to include some recommendations of changes to practice and policy. The investigating

member of staff must ensure that such recommendations are fully discussed with colleagues required to implement them and reflected in documentation. The customer has a right to expect to see the recommendations implemented smoothly.

h) Details of the final outcome must be logged. All documentation should be kept and added to the Customer Complaints file.

Appeals against decisions

- All customers have the right of appeal against decisions made under this procedure. They should register their appeal on a complaint form, ensuring that they state their reasons for appealing.
- Appeals will only be heard where the customer makes a case for the original investigation being inadequate or unfair. Restatements of the original complaint will not be accepted.
- Such appeals will be heard by the next tier of management. All appeals should be acknowledged and clarified if necessary within one week and a full response should be provided within 2 weeks.

Learner Appeals procedure

If you are dissatisfied with your trainer or tutor's assessment decision you should follow the Learner Appeals procedure, outlined below:

• In circumstances where a learner does not agree with the decisions of the trainer or tutor the learner should raise the issue with the trainer or tutor during / at the end of an assessment session or within five days of the assessment decision being given.
• The trainer or tutor must reconsider the reasons underpinning the decision and provide clear feedback. If the trainer or tutor is upholding the original assessment decision, then the learner must be provided with full information describing what is required to demonstrate their competence. This should be provided in writing by the trainer or tutor and relate specifically to the standards relevant to the assessment decision.
• If the learner remains unhappy with the decision, the learner can then complete a Learner Appeals Form and send this to the trainer's internal quality assurer (IQA). The learner can request the e-mail address of the internal quality assurer from their trainer or tutor.
• The internal quality assurer reviews all evidence and assessment records in order to consider the appeal. A decision should be made within five working days, and the learner and trainer or tutor must be informed orally and in writing by the internal quality assurer, using the appropriate section of the Learner Appeals form.
• If the learner is dissatisfied with the internal quality assurer's decision the learner has the right to appeal. The internal quality assurer should pass all

records to the quality manager. They will convene an appeals panel consisting of the quality manager, internal quality assurer and an independent internal quality assurer. Both the learner and trainer or tutor will be invited to make their case to the Appeals Panel. The Appeals Panel will reach its

- decision within five working days and notification will be sent in writing to all parties involved.
- Details of the appeal will be made available to the awarding organisation when requested.
- If the Learner Appeals procedure has been exhausted and the learner is still dissatisfied, he / she can make a final appeal to the awarding organisation. Details of the awarding organisation can be obtained from the quality improvement manager.

Grounds for appeal

All learners have the right to appeal against assessment decisions or course referrals which they feel are unclear or seem unfair.
There are five ground rules for appeal by learners:

- The assessments were not conducted in accordance with the approved qualification regulations
- There was an administrative error at some stage of the assessment process
- The trainer or tutor was presented with incorrect or inaccurate assessment information
- There were medical or other 'extenuating circumstances' arising during the assessment process that affected the learner's performance and of which the tutor or trainer was not aware of when making the assessment decision
- The assessment process was not conducted with fair and open access to the learner because of impropriety or irregularity on the part of the trainer or tutor.

The Appeals Procedure must be documented and clearly logged during every stage of the process with concise and detailed information. It is the responsibility of the internal verifier or course manager to collate and retain any such documentation with regards to an appeal for review by the awarding organisation.

Contact us

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