

COMPLAINTS POLICY

The Bis Henderson Academy Complaints Policy provides the framework within which anyone who has experienced dissatisfaction with the organisation can raise their concerns and aid staff to effectively deal with complaints from learners, parents, customers, employers, contractors, visitors and others.

It does not replace the organisations procedures for academic appeals and disciplinary action, those procedures should be still be used where appropriate.

CONTACT DETAILS

If you are a Bis Henderson Academy learner or employer, the quickest and easiest way to get a question answered or to resolve any issues is to first contact your Standards Trainer or Delivery Manager. There is also a Duty Manager Rotation, which is a 24/7 safeguarding service to our staff and Learners/clients, please refer to Annex A for contact details.

Or you can **call** the Bis Henderson Academy Head Office on **01604 876 349**. This line is open Monday to Friday from 8:30 till 5pm.

Or **email** enquires@Bis-hendersonacademy.com

Or **write** to our office at Bis Henderson, Grange Park Court, Roman Way, Northampton NN4 5EA

INFORMATION REQUIRED

- Your name and location
- Type of apprenticeship you are undertaking
- User name (if applicable)
- Full details of your query or concern

Please note you may want to remain anonymous and we will still try to deal with your query as best as possibly practical.

STAGE 1

Informal Stage

It is recognised that many concerns will be raised informally that can and should be dealt with immediately.

Normally these concerns should be raised promptly and directly with the relevant Standards Trainer, Internal Quality Assurer or Delivery Manager.

Similarly, concerns should be raised promptly and directly with the individual against whom there is a concern.

In cases where this may not be possible, there are several people who could be approached. The aim is to resolve informal concerns quickly and enable effective mediation between the complainant and the individual to whom the matter has been referred. This is entirely appropriate where it can be achieved.

However, if concerns are not satisfactorily resolved in this way, Complainants may follow the Bis Henderson Academy Complaints process as specified below.

Formal Stage Purpose

The formal procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Responsibility of the complainant

The complainant will be expected to:

- Bring their complaint to the attention of Bis Henderson Academy within 12 weeks after the complaint occurred.
- Explain the problem as clearly and as fully as possible, including any action taken to date
- Allow Bis Henderson Academy to deal with the matter in line with their policy
- Recognise that some circumstances may be beyond the control of Bis Henderson Academy

Responsibility of Bis Henderson Academy

Bis Henderson Academy welcome issues being brought to its attention to enable it to improve its services. We will respond to any dissatisfaction with its services fairly and promptly;

- You will receive an initial response upon receipt of your formal complaint within 48 hours
- Your complaint will then be followed up and responded to with initial findings within 10 working days
- A further detailed response should be made if appropriate

- You may be offered a meeting with the parties involved if appropriate
- You may appeal to the Head of Development if you are dissatisfied with the outcome within 20 working days
- Information on how to take the complaint further will be provided if you are not satisfied with the response from Bis Henderson Academy
- The Quality & Compliance Manager will log complaints on our logging system for both formal and informal complaints

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Bis Henderson Academy observe the confidential nature of issues. However, the circumstances giving rise to the complaint may be such that it might not be possible to maintain confidentiality and each complaint will be judged on its own merit. Should this be the case, the situation will be explained to the complainant and/or their representative. In the case of young people raising a complaint who are aged below 18, Bis Henderson Academy are obliged to inform your parent/guardian.

If you are not satisfied with the outcome of Stage 1 of the complaints procedure and have exhausted all the internal complaint stages, you may proceed to Stage 2 which is an external appeal to the Awarding Organisation.

STAGE 2

Awarding Organisation (**Highfield Qualifications**)

Highfield Qualifications complaint procedure;

Learners and/or members of the public who wish to complain about a level of service provided by Bis Henderson Academy at which they have taken a Highfield qualification should have exhausted BHA's own complaints process before bringing the complaint to Highfield. However, learners can make the complaint directly to Highfield in exceptional circumstances where they feel there was a significant breach by BHA of our various procedures.

If I complain, what details do I have to give?

When you contact Highfield Qualifications, please give them your full name, contact details including a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);



- Any names of the people you have dealt with so far;
- Copies of any papers or letters to do with the complaint

Highfield will acknowledge receipt of your complaint within 3 working days, letting you know who is investigating this. Highfield aim to investigate the complaint within 10 working days. If your complaint is more complex or involves people who are not available at the time, this timeframe may be extended. Highfield may contact you within this period to seek further information or clarification (in some instances they may recommend a meeting).

At the end of the investigation Highfield shall write/email to inform you of their decision. Highfield may not be able to consider a complaint that has not been made within a reasonable timeframe of the event, to be determined at Highfield's absolute discretion.

Highfield Qualifications Contact Details;

Email Address; confidentialenquiries@highfieldabc.com

Telephone Number; **0845 226 0350**

STAGE 3

If you are still unhappy with the Awarding Organisations outcome, you can then launch an appeal to The Quality Assurance Agency for Higher Education (QAA) for the Apprenticeship Standards and/or Ofqual for any Functional Skills or NVQ qualifications attached to the standard.

QAA Contact Details;

Email Address; concerns@reviewextranet.qaa.ac.uk

Ofqual Contact Details;

Email Address; complaints@ofqual.gov.uk

Telephone Number; 0300 303 3344

Head of Development
Rebecca Wilson
Date: 10/07/2019

ANNEX A

DUTY ROTATION (Bis Henderson)

1. The contact details below identify the emergency contact for each manager on the rotation and should be used in any event or incident requiring immediate attention or support from the Bis Henderson Academy Team:

Mon 8th Jul – Mon 15th Jul – **Danny Groves**
Mon 15th Jul – Mon 22nd Jul – **Tony Jordan**
Mon 22nd Jul – Mon 28th Jul – **Jamie Chappell**
Mon 26th Jul – Mon 5th Aug – **Rebecca Wilson**
Mon 5th Aug – Mon 12th Aug – **Danny Groves**
Mon 12th Aug – Mon 19th Aug – **Tony Jordan**
Mon 19th Aug – Mon 26th Aug – **Jamie Chappell**
Mon 26th Aug – Mon 2nd Sep – **Rebecca Wilson**

Rotation continues until it requires amendment.

CONTACT INFORMATION

Rebecca Wilson – HOD – 07971609001
Danny Groves – HOO – 07715601802
Tony Jordan – Q&CM – 07548240480
Jamie Chappell – DM – 07500599673