



<b>BCTG Complaint, Concerns and Compliment Policy</b>	
<b>Reviewed by</b>	<b>Nick Holland</b>
<b>Advisory Board sign off by</b>	
<b>SLT Signature</b>	<b>N J HOLLAND</b>
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## **BCTG Complaint, Concerns and Compliments Overview**

Complaints, concerns, and compliment are an extremely valuable source of information to BCTG and BCTG welcome all feedback, as it allows us to improve. We adopt a fair, sensitive, inclusive, and accurate approach to the handling of feedback.

BCTG value feedback of any kind on our approach and services, as we see this as an opportunity to continually improve what we do.

BCTG welcome compliments as this helps us provide positive encouragement to employees in what can be challenging and demanding roles. BCTG accept complaints from anyone, staff, learners, stakeholders, and customers, because everyone's view of what BCTG can do better is important.

### **Our Commitment**

BCTG commit to investigate a complaint or concern received in an honest, open, and transparent manner. BCTG will put the person who has complained at the heart of our investigation. We will provide a response in a timely manner for the person who has complained, which will clearly inform them of what action has been taken to address the raised issue.

### **Policy Definitions**

For the purpose of this policy:

The word "complaint" is defined as an expression of dissatisfaction about BCTG services, which requires further investigation to determine what has happened, how it happened, how BCTG will resolve the issue and how to prevent a repeat of the issue.

The word "concern" is defined as a low impact issue that is of importance, irritation, or frustration to the individual, which can be resolved quickly by acting immediately and a front-line level, without formal investigation. Where a concern has been raised regarding the same issue and by the same person, it will then be categorised as a complaint.

The word "compliment" is defined as an expression of satisfaction received about BCTG services.

The word "investigation" is defined as a fair, thorough, and proactive evaluation and consideration of all available facts and evidence pertaining to the complaint.

The word 'response' is defined as a verbal or written explanation provided to the person who has complained, which outlines how the complaint was investigated and how we have or will address the issue(s) raised.

The phrase 'timely manner' is defined as:

- A complaint will be acknowledged within 48 hours from receipt.
- A response to a complaint will be provided as soon as possible and no longer than 21 calendar days from receipt.
- A response to a concern will be provided as soon as possible and no longer than 48 hours from receipt.

In the event that a response cannot be delivered within the above timescales, due to circumstances outside of BCTG control, a holding letter and/or verbal update will be provided to the person who has complained, which will explain the reason for the delay. A response will follow as soon as possible thereafter.

## **Objectives**

### **BCTG will:**

- Sympathetically respond to the complainant
- Use a logical and rational approach.
- Ensure openness and transparency.
- Identify the causes of complaints and take action to prevent reoccurrences.
- Maintain confidentiality and report accurately on the facts.

### **Governance and Advisory Board Responsibilities**

The Governance and Advisory board will review the complaints, concerns, and compliment log. The board will review any recommendations for improvements to ensure the SLT deliver on them to improve BCTG services.

### **Senior Leadership Team Responsibilities**

The Senior Leadership team (SLT) will receive all complaints, concerns and compliments and log them on the complaints, concerns, and compliments log. The SLT will identify the most appropriate person to investigate the complaint or concern. The identified SLT member identified will be responsible to investigate, respond and make recommendations for improvements to prevent reoccurrence. The SLT on receipt of a concerns from a staff member the SLT member will log on the record.

The SLT will review the complaints, concerns and compliment log on a monthly basis and prepare a report on outcomes, improvements and impacts to the Governance and Advisory Board.

### **Staff Responsibilities**

All staff will be aware of the policy and be confident to respond to concerns or know how to signpost any complainant to the differing ways to make a complaint. Staff will record all concerns raised emailing the most appropriate SLT member. The staff member will inform the SLT of the concern, what the concern was, when this was raised, who was involved and what immediate actions was taken.

### **Training**

SLT members will undertake training on how to conduct an investigation, how to handle, manage and resolve.

### **Sub-Contractors Expectations**

Sub-contractors will be aware of the BCTG Policy, and will report on complaints, concerns, and compliments to the contract manager during a contract review. Sub-contractors should inform the contract manager of any open investigations that may impact on BCTG. Sub-contractors should also signpost learners to BCTG for an unresolved complaint.

### **Equality Impact Statement**

All staff involved in the complaints and concerns procedure when following the procedures are required to ensure that they do not disadvantage any person or group on the ground of race, religion, or belief, age, sex, gender reassignment, disability, sexual orientation and/or caring responsibilities.

## How to Report:

By Phone: Contact BCTG Head Office – 0121 544 6455

Or

By email: For the attention of SLT, [enquiries@bctg.org.uk](mailto:enquiries@bctg.org.uk)

Or

By Post: For the attention of SLT

BCTG, Unit 34 Kelvin Way Industrial Estate, Kelvin Way, West Bromwich, B70 7TP

## How we investigate Complaint or Concern

### Stage One

Upon receipt of the complaint the SLT **will** be responsible in ensuring that the complaint is investigated and an acknowledgement within 48 hours from receipt.

Within **21 Days** of receipt the letter of complaint the identified SLT member **will** write to the individual explaining the outcomes of the investigation and describing how their complaint will be addressed.

If the complaint cannot be investigated within 21 days, the SLT member will write to the individual stating this and indicating when the investigation will be completed, and a response provided.

### Stage 2

If the individual is dissatisfied with the outcome of the investigation or the proposed remedial action, they can write or email directly to the Director, contact details will be given in the response to the complainant.

The Director will then investigate and write to the individual, describing the outcomes of the investigation and final decision within **28 Days** of notification of the complaint. If the complaint cannot be investigated within this timescale, the Director will write to the individual stating when an investigation will be completed.

Should the individual still not be satisfied with the outcome of this policy, they can raise it directly to the Education & Skills Funding Agency (ESFA) via their Complaints Team at [complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk).

Details of this process can be found at [Complaints procedure - Education and Skills Funding Agency - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/444444/Complaints_procedure_-_Education_and_Skills_Funding_Agency_-_GOV.UK.pdf)

### Policy Review

This policy will be reviewed annually by the BCTG Group Advisory Board.