

Customer Complaints Policy

Group Policy

The following statement outlines the organisational policy across The BCTG Group. This includes BCTG Limited, BCTG Skills Centre and Eurosource Solutions. It is also the policy adopted by Group Partner companies, Further Training and The Apprenticeship Works. From this, each individual business develops their own specific procedures to implement this policy.

Whilst the organisation strives to always ensure that all customers including Learners, Apprentices and Employers using our services will be fully satisfied, we acknowledge that there may be occasions where this is not always the case.

We aim to resolve all concerns informally, but where any individual is unhappy with the service we have provided, the following procedure will apply. All complaints will be treated in the strictest confidence and comply with the organisations Equality & Diversity policy.

Stage One

Where any individual is unhappy with a programme or a service provided, they should state the nature of their complaint, in writing, **within 14 days** to

Head of Quality and Curriculum

**BCTG
Taylors Lane
Oldbury
B69 2BN**

Or via email to - enquiries@bctg.org.uk

Stage Two

Upon receipt of the complaint the Head of Quality and Performance **will** be responsible in ensuring that the complaint is investigated. Within **21 Days** of receipt the letter of complaint the Head of Quality and Performance **will** write to the individual explaining the outcomes of the investigation and describing how their grievance will be addressed.

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

Stage Three

If the individual is dissatisfied with the outcome of the investigation or the proposed remedial action, they can write directly to the Chief Executive.

The Chief Executive will then investigate and write to the individual, describing the outcomes of the investigation and his final decision within **28 Days** of notification of the complaint. If the complaint cannot be investigated within this timescale, the Chief Executive 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.

Details of this process can be found at [Complaints procedure - Education and Skills Funding Agency - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/complaints-procedure-education-and-skills-funding-agency)

Policy Review

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

A handwritten signature in black ink, appearing to read 'Chris Luty'.

**Chris Luty M.Sc. MCIPD. MIOD.
Chairman**

January 2023