

Learner Complaints Policy and Procedure: Black Country Skills Factory Leadership & Management Procedure

Policy statement

If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Learner Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase learner satisfaction;
- To use complaints constructively in the planning and improvement of our courses.

If you are unhappy about any aspect of your course please raise your concerns immediately.

If you disagree with an assessment decision made by your trainer/assessor please use the Assessment Appeals Procedure.

Complaints procedure

There are 3 stages in the complaints procedure and each stage must be fully completed before proceeding to the next one. You are advised to keep copies of all the documents used in the complaints procedure.

Stage 1 (Informal)

If you are still completing your course you must first contact your trainer who will ensure that your concerns are dealt with fairly and quickly. You should raise your concerns within 7 days of the matter in question. Your tutor will fully investigate your concerns and address them accordingly. If your complaint is about your trainer and it would be inappropriate to discuss the matter with him/her you may begin with Stage 2.

Stage 2

If you are not satisfied with the outcome of stage 1 or if you are no longer on your course please contact Andrew Stott on 01384 471163 or email andrew_stott@blackcountryconsortium.co.uk where your concerns will be investigated. A response will be sent to you within 5 working days.

Stage 3

If you are not satisfied with the outcome of Stage 2 you will need to complete the complaint/appeals form (which can be found at www.blackcountryskillsfactory.co.uk) forwarding to Colin Parker (Black Country Skills Factory Director) at the address below. This may be in writing in the post or via email. You are likely at this stage to be requested to substantiate any complaints or allegations with written factual evidence and/or signed statements from witnesses. This will assist in reaching a speedy conclusion to the complaint. A response to your appeal will be sent to you within 28 days.

Please complete your form and either email to colin_parker@blackcountryconsortium.co.uk or post to the following address:

Black Country Skills Factory,
The Deckhouse,

Waterfront West,
Dudley Road,
Brierley Hill
DY5 1LW