

BRS Complaints Procedure

- **Complaints**

The BRS complaints procedure as relates to trainees is shown below:

Complaints can either be formal or informal.

Informal

Where a trainee has a complaint about the training or a member of staff they may raise the matter verbally with the Operations Director. He will then investigate the complaint. If the complaint is upheld he will instigate remedial action to ensure that the matter does not re-occur. If the complaint is found to be without substance the person making the complaint will be informed accordingly.

Formal

If the matter is more serious and/or the trainee wishes to raise the matter formally they should put this in writing to the Chief Executive. The complaint should stick to the facts and avoid language that is insulting or abusive.

The Chief Executive will call the trainee to a meeting, normally within 5 days, to discuss the complaint. The Learner may wish to be accompanied to do this. Following the meeting and thorough investigation of the complaint the trainee will receive a decision in writing, normally within 48 hours of the meeting.

If the trainee is unhappy with the decision they need to notify the Chief Executive that they wish to appeal. They will then be invited to an appeal meeting, normally with the BRS Chairman or another Trustee of the BRS. They may wish to be accompanied to do this. The decision of the appeal will be notified within 48 hours.

If still not satisfied with the outcome of the appeal hearing the trainee or their family can raise the issue with the Skills Funding Agency. The relevant person to address this issue to is:

Complaints team

Skills Funding Agency

Cheylesmore House

Quinton Road

Coventry

CV1 2WT

complaintsteam@sfa.bis.gov.uk