

COMPLAINTS POLICY

Reviewed/Updated:	June 2025
By:	Carol Bramhill
Next Review Date:	June 2027

This Policy links to:

Trainee Handbook

Apprenticeship Commitment Statement

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

<https://brs.org.uk/policies/>



Who is covered by this policy?

Trainees and Apprentices on government funded training at the British Racing School are covered by this policy under **Route A**.

All other service users of BRS Education (including BRS Education, BRS Training and the Newmarket Pony Academy) and covered by this policy under **Route B**.

What is a Complaint?

A complaint is a statement in which you **express** your **dissatisfaction** with a particular **situation**. Examples of complaints at the BRS may range from minor issues such as not receiving meals that you like to more serious situations where you feel a member of staff is treating you unfairly.

Route A Complaints Procedure (Trainees and Apprentices)

- **Complaints**

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

Complaints can either be formal or informal.

Informal

Where a trainee/apprentice or parents/guardians have a complaint about the training received or about a member of staff, they may raise the matter verbally with the Director of Education. They will then investigate the complaint. If the complaint is upheld they 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.

Hetta Harris, Director of Education Hetta.Harris@brs.org.uk 01638 675900

Formal

If the matter is more serious and/or the trainee/apprentice, their parents/guardians, wish 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 contact the person raising the complaint within 5 days and arrange a meeting, wherever possible face to face (but where this is not possible in a phone conversation) to discuss the complaint. The complainant may wish to be accompanied. Following the meeting and thorough investigation of the complaint the complainant will receive a decision in writing, normally within 48 hours of the meeting.

If the complainant 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 this. The decision of the appeal will be notified within 48 hours.

Andrew Braithwaite, Chief Executive, Andrew.Braithwaite@brs.org.uk 01638 675903

Julia Budd, Chair of Trustees, Chair@brs.org.uk

If still not satisfied with the outcome of the appeal hearing the complainant or their parents/guardian can raise the issue with the Education and Skills Funding Agency. The relevant address for this is:

Complaints Team,
Education and Skills Funding Agency



Cheylesmore House
Quinton Road
Coventry CV1 2WT
complaints.esfa@education.gov.uk

For trainees on Apprenticeships in the workplace

Please raise your grievance with Alison Harper, Lead Workplace Instructor Alison.Harper@brs.org.uk or Hetta Harris, Director of Education Hetta.Harris@brs.org.uk in the first instance.

If it is not resolved then you can raise the matter formally by putting this in writing to the Chief Executive. The Chief Executive will contact the person raising the complaint within 5 days and arrange a meeting, wherever possible face to face (but where this is not possible in a phone conversation) to discuss the complaint. The complainant may wish to be accompanied. Following the meeting and thorough investigation of the complaint the complainant will receive a decision in writing, normally within 48 hours of the meeting.

If the complainant 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 this. The decision of the appeal will be notified within 48 hours.

If still not satisfied with the outcome of the appeal hearing the complainant or their parents/guardian can raise the issue with the ESFA Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk

More information can be found at <https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

Route B – All other service users of BRS Education (including BRS Education, BRS Training and the Newmarket Pony Academy)

Informal

Where a service user has a complaint about the training received or about a member of staff, they may raise the matter verbally with the HR Director. They will then investigate the complaint. If the complaint is upheld, they 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 service user or their parents/guardians, wish 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 contact the person raising the complaint within 5 days and arrange a meeting, wherever possible face to face (but where this is not possible in a phone conversation) to discuss the complaint. The complainant may wish to be accompanied. Following the meeting and thorough investigation of the complaint the complainant will receive a decision in writing, normally within 48 hours of the meeting.

If the complainant 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 Chair or another Trustee of the BRS. They may wish to be accompanied to this. The decision of the appeal will be notified within 48 hours.



THE BRITISH RACING SCHOOL

Carol Bramhill – HR Director, Carol.Bramhill@brs.org.uk 01638 501820

Andrew Braithwaite – Chief Executive, Andrew.Braithwaite@brs.org.uk 01638 675903

Julia Budd – Chair of Trustees, Chair@brs.org.uk

If you wish to raise your complaint with the Charity Commission please follow this link for advice <https://www.gov.uk/government/publications/complaints-about-charities/raising-a-concern-with-the-charity-commission-cc47>