

BPIF
TRAINING

COMPLAINTS **POLICY**

BPIF TRAINING LIMITED

Version 1.0 | Effective July 2026

Policy owner	Head of Quality & Performance
Approved by	Managing Director
Version	1.0
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1 POLICY STATEMENT

BPIF Training is committed to providing high-quality education, training and support services to learners, employers and stakeholders.

We value feedback and recognise that complaints provide an opportunity to improve our services, strengthen relationships and ensure we continue to meet the needs and expectations of those we work with.

We aim to resolve concerns promptly, fairly, transparently and consistently.

No individual will be disadvantaged for raising a genuine complaint in good faith.

2 PURPOSE

The purpose of this policy is to:

- ◆ Provide a clear process for raising a complaint.
- ◆ Ensure complaints are dealt with fairly, consistently and efficiently.
- ◆ Resolve concerns at the earliest possible stage.
- ◆ Promote a culture of openness, accountability and continuous improvement.
- ◆ Use feedback to improve the quality of our services.
- ◆ Ensure learners, employers and stakeholders know how to raise concerns.

3 SCOPE

This policy applies to complaints raised by:

- ◆ Learners and apprentices
- ◆ Prospective learners
- ◆ Employers
- ◆ Parents, carers or authorised representatives
- ◆ Members of the public
- ◆ Partner organisations
- ◆ Stakeholders working with BPIF Training

Complaints may relate to:

- ◆ The quality of teaching, learning or assessment
- ◆ Learner support services
- ◆ Information, advice and guidance
- ◆ Customer service
- ◆ Administration and communication
- ◆ Programme delivery
- ◆ Staff conduct or behaviour
- ◆ Equality, diversity and inclusion issues
- ◆ Facilities, resources or learning materials
- ◆ Employer services
- ◆ Any aspect of BPIF Training's service provision

4 MATTERS NOT COVERED BY THIS POLICY

HANDLED UNDER A SEPARATE PROCEDURE

The following are not dealt with under this policy:

- ◆ Assessment decisions and grading appeals
- ◆ End-Point Assessment decisions
- ◆ Staff grievances
- ◆ Staff disciplinary matters
- ◆ Whistleblowing disclosures
- ◆ Safeguarding concerns
- ◆ Subject Access Requests
- ◆ Data protection complaints made directly to the Information Commissioner's Office (ICO)

Where a complaint falls under another process, we will advise the individual on the most appropriate route. You will not be turned away — we will tell you where to go.

5 OUR COMMITMENT

BPIF Training will ensure that all complaints are:

- ◆ Taken seriously.
- ◆ Handled sensitively and respectfully.
- ◆ Investigated impartially.
- ◆ Treated confidentially wherever possible.
- ◆ Resolved as quickly as possible.
- ◆ Used to support continuous improvement.

We will not tolerate victimisation, discrimination or unfair treatment of anyone making a complaint in good faith.

Malicious, deliberately false or vexatious complaints may be subject to further action where appropriate.

6 INFORMAL RESOLUTION

Where possible, concerns should be raised and resolved informally in the first instance. Many issues can be resolved quickly through discussion with:

- ◆ A tutor
- ◆ An assessor
- ◆ A member of the learner support team
- ◆ A line manager
- ◆ Another appropriate member of staff

Staff will aim to respond to concerns promptly and seek a mutually acceptable resolution.

If the matter cannot be resolved informally, a formal complaint may be submitted.

7 FORMAL COMPLAINTS PROCEDURE

At a glance:

STEP	TIMESCALE
Acknowledgement of your complaint	Within 5 working days
Written outcome of the investigation	Within 15 working days of acknowledgement
Deadline to request an appeal	Within 10 working days of receiving the outcome
Written response to an appeal	Usually within 10 working days

Stage 1 — Formal complaint

Complaints should be submitted in writing and include:

- ◆ Name and contact details
- ◆ Details of the complaint
- ◆ Relevant dates and information
- ◆ Any supporting evidence
- ◆ The outcome being sought

Complaints should be sent to:

Quality Team

BPIF Training Limited

Email: training@bpiftraining

Or by post:

Unit 2, Villiers Court

Meriden Business Park

Copse Drive

Coventry

CV5 9RN

Acknowledgement

We will acknowledge receipt of the complaint within 5 working days.

Investigation

An appropriate manager will investigate the complaint, which may include:

- ◆ Reviewing documentation
- ◆ Speaking with relevant individuals
- ◆ Gathering evidence
- ◆ Reviewing policies and procedures

The investigation will be conducted fairly and objectively.

Outcome

We will aim to provide a written outcome within 15 working days of acknowledgement.

Where a more complex investigation is required, we will keep the complainant informed of progress and revised timescales.

Stage 2 — Appeal

If the complainant is dissatisfied with the outcome, they may request a review. Appeals must:

- ◆ Be submitted in writing
- ◆ Explain why the original decision is disputed
- ◆ Be submitted within 10 working days of receiving the outcome

Appeals will normally be reviewed by a senior manager not previously involved in the investigation.

A written response will usually be provided within 10 working days.

The outcome of the appeal will represent BPIF Training's final internal decision.

8 EXTERNAL COMPLAINTS

If a complainant remains dissatisfied after completing BPIF Training's complaints procedure, they may contact an appropriate external organisation. Depending on the nature of the complaint, this may include:

ORGANISATION	WHEN TO CONTACT THEM
Education and Skills Funding Agency (ESFA)	For apprenticeship and funded training provision. gov.uk/complain-further-education-apprenticeship
Ofsted	For concerns relating to the quality of education or safeguarding. gov.uk/government/organisations/ofsted
Information Commissioner's Office (ICO)	For complaints relating to data protection. ico.org.uk

BPIF Training will cooperate fully with any external investigation.

9 CONFIDENTIALITY

Complaints will be handled confidentially and information will only be shared with those directly involved in investigating or resolving the matter.

Information may be disclosed where:

- ◆ Required by law
- ◆ Required for safeguarding purposes
- ◆ Necessary to conduct a fair investigation

All records will be managed in accordance with UK GDPR and the Data Protection Act 2018.

10 MONITORING AND CONTINUOUS IMPROVEMENT

BPIF Training will maintain a complaints record to:

- ◆ Monitor trends and recurring issues.
- ◆ Identify areas for improvement.
- ◆ Improve learner and employer experience.
- ◆ Inform quality improvement planning.
- ◆ Support compliance and governance requirements.

Complaint outcomes may result in:

- ◆ Staff training
- ◆ Process improvements
- ◆ Policy updates
- ◆ Service enhancements
- ◆ Corrective actions

11 RELATED POLICIES

This policy should be read alongside:

- ◆ Appeals Procedure
- ◆ Whistleblowing Policy
- ◆ Safeguarding Policy
- ◆ Equality, Diversity and Inclusion Policy
- ◆ Data Protection Statement
- ◆ Privacy Notice
- ◆ Quality Assurance Policy

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TELL US WHEN WE GET IT WRONG.

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