

## Complaints Policy

BMS Progress LLP is committed to providing the best possible service to all learners, clients and employees, however we recognise that occasionally customers may feel that they have cause to complain if they deem the service they have received as unsatisfactory or unacceptable.

We encourage feedback from all customers, including complaints and constructive feedback, and have developed a complaints policy and associated complaints procedure, which details how individual complaints will be handled.

### Aims

BMS Progress LLP aims to resolve complaints quickly, fairly and effectively and will:

- Aim to put things right quickly for our customers when they go wrong.
- Keep our customers informed of the progress of their complaint and result of any investigation.
- Be open and accountable.
- Act fairly and proportionately.
- Seek to learn from each complaint to improve future performance.
- Set performance targets for responding to complaints and monitor our performance against these targets.
- Advise our customers of the right to complain to the Education and Skills Funding Agency if they remain dissatisfied after their complaint has been through all stages of the internal complaints' procedure.

BMS Progress LLP Complaints Policy and associated procedure will be readily available to learners and customers.

### Monitoring

BMS Progress LLP is committed to continuous improvement in service delivery.

- BMS will make it easy and straightforward for you to make a complaint.
- BMS will endeavour to respond to your complaint within the published timescales and keep you informed.
- BMS will ensure that you have a full explanation to your complaint in your preferred format.
- BMS will tell you if changes have been made to services following your complaint.
- BMS will keep a log of all complaints and their outcomes.
- BMS will review our policy at regular intervals.

### Responsibility

The Managing Director is responsible for developing and encouraging good customer care handling practice. Compliance with the Complaints Policy is the responsibility of all members of the company.

### Communication

The BMS Progress LLP Complaints Policy is available in hard copy, and via our website. Please contact Head of Quality and Curriculum if you wish to access this document in another format.

### Equality & Diversity

Learners have the right to express dissatisfaction with the services they receive from BMS Progress LLP. Learners using this policy can expect to be treated fairly and without discrimination.

As part of the Prevent strategy BMS Progress LLP will be promoting Fundamental British Values to reflect life in modern Britain. These values are Democracy, Rule of Law, Respect and Tolerance, Individual Liberty.

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<b>Author:</b>	BMS	<b>Review date:</b>	01/08/2024
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## Continuous Improvement

Good complaint handling is not limited to providing an individual remedy to the complainant: BMS Progress should ensure that all feedback and lessons learnt from complaints contribute to service improvement.

The Head of Quality and Curriculum will hold a system to record, analyse and report on the learning from a viable complaint. This learning should feed back into relevant departments and colleagues at BMS Progress to improve performance. This record should include reporting on the number of complaints received and the outcome of those complaints. Reporting on complaint handling performance can help to:

- motivate staff
- promote achievement
- drive improvement in service delivery
- boost confidence in the complaint process
- enable BMS Progress to identify patterns in complaints.

Head of Quality and Curriculum will ensure they:

- tell the complainant when lessons have been learnt as a result of their complaint
- state any changes they have made to prevent the problem recurring.

## Formal Complaints Procedure

### Stage 1

In the first instance, when the issue cannot be resolved informally, the complaint should be submitted to the designated staff member managing the process, Head of Quality and Curriculum - Katie Rooney. The complaint can be submitted via:

Email: [yourvoice@bmsprogress.com](mailto:yourvoice@bmsprogress.com)

Mobile: 07800 681 821

Alternatively, the complaint can be submitted in writing, within 7 working days of the matter arising. The complaint should be addressed as detailed below:

Katie Rooney  
BMS Progress LLP  
Europa Boulevard  
Warrington  
WA5 7XR

The written complaint should include the following:

- Details of the issue leading to the complaint;
- Date when the issue occurred;
- Venue/ location;
- Complainant's full name and contact details;
- Details of the consequences resulting from the issue and the remedy being sought.

The initial complaint will be acknowledged within 24 hours of receipt, investigated with the appropriate colleagues and department and a full response will be provided within 10 working days.

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## Stage 2

If the initial response to the complaint is not regarded as satisfactory the next stage is to write to the Managing Director – David Bill, and ask for the complaint and the initial response to be reviewed.

The complaint should be addressed as detailed below:

Managing Director  
BMS Progress LLP  
Europa Boulevard  
Warrington  
WA5 7XR

Alternatively, you can call the head office on: 01925 645332 and request for the Managing Director.

Escalation should take place within 10 days of receiving the written response and should state the reason for dissatisfaction with the decision made.

You can expect the Managing Director to acknowledge your request within 24 hours of receipt and a full response within 15 working days.

Our aim is to resolve all matters as quickly as possible; however, inevitably some issues will be more complex and may therefore require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative.

If a matter requires more detailed investigation, an interim response will be sent describing what is being done to deal with the matter, and the revised timescales for when a full reply can be expected.

## Final Stage

If the response from the Managing Director is not satisfactory, the final option of escalating the complaint can be to the Board of Directors, as detailed below:

Board of Directors  
BMS Progress  
Europa Boulevard  
Warrington  
WA5 7XR

Alternatively, you can call the head office on: 01925 645332 and request contact from a Board Director.

Escalation should take place within 10 days of receiving the written response from the Managing Director, and should state the reason for dissatisfaction with the decision made.

The Board will normally respond within 10 working days to inform the complainant of the action which will be taken to investigate the complaint, and when the outcome of the investigation can be expected.

This outcome will be the final decision by BMS Progress LLP.

## External escalation

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If you remain unsatisfied with the outcome from BMS Progress LLP you can escalate your complaint via our centre Appeals Policy, to the appropriate Awarding Organisation (details available on request) or to the relevant qualification regulator, Ofqual.

Complaints should be sent to the below address, and their complaints procedure can be found here: <https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

Complaints - Ofqual  
Earlsdon Park  
53-55 Butts Road  
Coventry  
CV1 3BH

Email [complaints@ofqual.gov.uk](mailto:complaints@ofqual.gov.uk)

Telephone 0300 303 3344

If your complaint is regarding funded learning provision you can also contact the Education and Skills Funding Agency (ESFA) using the below details:

Complaints  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

(Please note, the Education and Skills Funding Agency (ESFA) normally only deal with complaints once the full procedure laid out by the training provider has first been followed).

## Policy details

We keep our policies under regular review, and we will place any updates on our website.

This Complaints Policy was last updated in September 2023.

All learners will be expected to agree to this policy when enrolling on their apprenticeship.

**Review schedule:** Annually - at the end of the academic year

**Next review date:** 1<sup>st</sup> August 2024

**Person responsible for policy:**



David Bill, Managing Director

BMS Progress LLP

310 Europa Boulevard, Warrington, WA5 7XR

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