



BLACKBURN GOULD
& ASSOCIATES

COMPLIMENTS, FEEDBACK AND COMPLAINTS



PURPOSE

We want to ensure that our learners and customers have an excellent learning partnership with Blackburn Gould and Associates Ltd. A complaint is an expression of dissatisfaction, and we take all complaints extremely seriously and all staff are trained and committed to rectifying any problem as soon as it is brought to their attention. We therefore encourage that if you are dissatisfied with the service, you have received that you bring this to our attention as soon as possible by speaking to your Tutor/Assessor in the first instance. We are focused on delivering and maintaining a good quality of learning delivery. It is also great to hear from our customers about that good work. Feedback is crucial to our continuous improvement efforts and recognition is always really welcome for our colleagues.

We acknowledge that things can sometimes go wrong. When this happens, we want to know about it, so we can do our best put things right and make sure things do not go wrong again in the future.

COMPLAINTS

If you make a complaint, we will follow the process outlined below:

Stage 1: Informal Complaint

You may find you are able to deal with your complaint informally. If you are a learner, you may find it useful to speak to your Tutor/Assessor in the first instance. If you are a business client or partner organisation, you may wish to speak to the Executive Director. At this stage, every effort will be made to deal with the issue in an effective and efficient manner

Stage 2: Formal Complaint

If you have found you are not satisfied with the outcome of your informal complaint or do not find that stage appropriate, you can make a formal complaint by contacting:

Joseph Ebe-Arthur
Executive Director
Blackburn Gould & Associates
Trafalgar House
712 London Road
RM20 3JT
Grays
Tel: 01375 886355
Email: Jebe_arthur@blackburngould.com

Stage 3: Acknowledgement and Investigation

The Executive Director would acknowledge within three working days, the receipt of your complaint and will contact you to confirm or request additional details. An investigation will be commenced. This investigation may include further information provided by you, interviews with the relevant person or audits.

Stage 4: Response

You will receive a response within 14 working days from the date of acknowledgement. If further investigation is required, then a revised response date will be discussed and agreed with you. The response to your complaint will be confirmed in writing.

Stage 5: Appeal

Where the response is unsatisfactory the complaint can be escalated to the Executive Board. The Executive Board may nominate another member of the board to investigate and review the response. The Executive Board reserves the right to deny the appeal at this point by providing written explanation.

Stage 6: Final Stage

If the complaint is not resolved, the issue can be referred to the Skills Funding Agency or any other relevant organisation to make a complaint about the organisation. A copy of the Skills Funding Agency policy is available at: <http://skillsfundingagency.bis.gov.uk/aboutus/contactus/complaints/>

CONFIDENTIALITY

Every attempt will be made to ensure confidentiality of the complainant. However, where it is appropriate, the complainant's identity may need to be revealed to fully investigate the complaint. If this is the case, the complainant will be given prior notification.

DATA PROTECTION

All complaints will be kept and stored according to relevant data protection legislation and in line with GDPR. If you have concerns about how your personal data is used or stored, or you wish to exercise your rights under the Data Protection Act/ GDPR, please write to info@blackburngould.com

SAFEGUARDING

If the organisation receives information that a young or vulnerable person is, or has been, put at risk of harm, the matter will be addressed to one of the responsible persons for safeguarding at the organisation. Where this is the case, processes covering safeguarding of young and vulnerable persons will supersede the complaints process.

