



## Bottle Green Training Ltd (BGT) Compliments and Complaints Procedure.

**(January 2024)**

### Review and revision dates

Effective from:	Version	Description
January 2018	1.0	Original
January 2019	2.0	No amendments
January 2020	3.0	No amendments
January 2021	4.0	No amendments
May 2021	4.1	Contact details updated for formal
January 2022	4.1	No amendments
January 2023	5.0	Removal of C&G
January 2024	5.0	No amendments

<b>Review Date:</b>	January 2025 or as legislation requires
<b>Published:</b>	Tutor/staff Handbook Employer Pack BGT Website
<b>Actions:</b>	All updated policies will be emailed to the relevant bodies
<b>Company Directors Signatures:</b>	 

## **Compliments and Complaints procedure**

### **1. Overview**

Bottle Green Training Ltd (BGT) is committed to providing a quality service to all learners, employers and all those who use our service. BGT encourage suggestions, compliments, and complaints to ensure improvements are made to the services that BGT offers.

BGT strive not to give cause for complaint, but that any received are recorded and acted upon. Quite often a complaint can be resolved immediately. If not, BGT will investigate the complaint fairly and deal with it quickly and confidentially.

### **2. Scope**

The procedure and process apply to all learners, and all stakeholders.

#### **Compliments**

All compliments, where possible, will be acknowledged with thanks and feedback given. Compliments will be shared with the member of staff and their manager.

#### **Complaints**

All complaints will be taken seriously, and a response given in a timely and courteous manner.

All compliments and complaints are recorded, monitored, and reported through monthly senior management meetings and discussed with the governance panel to review processes and outcomes.

A compliment or complaint can be made by talking to any member of staff or alternatively by contacting BGT:

- Telephone: 01332 862444
- Email: [training@bgt.org.uk](mailto:training@bgt.org.uk)
- Address:  
Company Directors



Bottle Green Training Ltd  
1A Offices  
Station Yard  
Station Road  
Melbourne  
Derbyshire  
DE73 8HJ

### **3. Key Responsibilities**

BGT is responsible for:

- Encouraging a culture of openness.
- Ensuring this procedure is available to all learners and stakeholders.
- Carrying out a fair and thorough investigation.
- Keeping the complainant informed throughout.
- Recording and reporting on the outcomes of formal complaints.

#### **FAQs:**

##### ***What is a complaint?***

A complaint is when you tell us that you are not happy with our services. An expression of dissatisfaction about any aspect of our services.

##### ***What happens if I have concerns but do not want to make a formal complaint?***

If you have a concern or query about any aspect of the company, but do not at this stage want to make a formal complaint, talk to any member of staff who you think may be able to help. BGT take all concerns seriously and many can be sorted out very quickly at this stage. This will not be recorded as a complaint; however, notes of your query and any action taken will be made.

##### ***What happens when I make a formal complaint?***

Upon receipt of your complaint BGT will send you a letter confirming that BGT have received and recorded your communication. If you have reported the complaint verbally, please make it clear that this is a formal complaint, and you will be sent an outline of your concerns in writing.

A senior manager will investigate your complaint and BGT will aim to dispatch a full response to you within 10 working days of receipt of your communication.

Sometimes more complex complaints take longer than 10 working days to investigate. If so, you will be notified of the delay and when we expect to complete the investigation. You may be invited for a meeting as part of any investigation relating to the complaint.



If your complaint is upheld, you will be invited to discuss a resolution. If BGT believe your complaint is not justified, you will be informed as to why.

Complaints require investigation to enable resolution; where a complaint is made anonymously, it will not be possible to undertake such an investigation. For practical reasons, therefore, normally no action will be taken in the event of complaints made anonymously.

***What If I am still not satisfied with the response?***

If you are not satisfied with the response you have received, you can ask for a further review to take place. BGT will acknowledge your request within two working days of receipt of the request. A review by the Directors or a Senior Manager will be conducted and again, BGT will aim to send you a reply within 10 working days.

***What If I wish to take my complaint further?***

BGT endeavour to solve most complaints before this stage. However, if you feel that BGT have not dealt fairly with your complaint, or feel BGT have not investigated your concerns properly, you may take your complaint to any of the following agencies:

**ESFA (Education and Skills Funding Agency) apprenticeship helpdesk**

Tel: 0800 015 0400  
Email: [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)  
Website: <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>  
Address: Complaints Team, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

**Central Qualifications**

Tel: 01359 245316  
Email: CSL enquiries - [csladmin@cqual.org](mailto:csladmin@cqual.org)  
Exam communication - [exams@cqual.org](mailto:exams@cqual.org)  
Financial enquiries - [cqaccounts@cqual.org](mailto:cqaccounts@cqual.org)  
General enquiries - [enquiries@cqual.org](mailto:enquiries@cqual.org)  
Website: [www.cqual.org/cq-en/index.php](http://www.cqual.org/cq-en/index.php)

**Royal College of Veterinary Surgeons (RCVS)**

Tel: 020 7202 0708.  
Email: Matt Wallace, on [m.wallace@rcvs.org.uk](mailto:m.wallace@rcvs.org.uk)



Website: [Complaints about the College - Professionals \(rcvs.org.uk\)](https://www.rcvs.org.uk)

***What happens if I make a compliment?***

Your comments will be passed on to the member of staff, team or department recognised. BGT will write to you to acknowledge receipt of your communication, and to confirm that your compliment has been passed on appropriately.