

## Complaints Policy and Procedure

### Policy Summary

Babington's Complaints Policy provides the framework within which anyone who is dissatisfied with the organisation can raise their concerns. The framework also assists staff to effectively deal with complaints from learners, parents, customers, employers, contractors, visitors and other interested parties.

### Informal Stage

It is recognised that an expression of dissatisfaction may be raised informally and, where possible, should be dealt with at the earliest opportunity. Any expression of dissatisfaction should be raised directly with the relevant Skills Coach, Trainer, Manager or alternative Babington support contact.

Any such concerns should be raised promptly and directly to ensure the issues presented are resolved as quickly and effectively as possible.

If concerns are not satisfactorily resolved in this way complainants should follow Babington's formal complaints process as outlined below.

### Formal Stage

The formal procedure is intended to ensure that all complaints are handled fairly, consistently and, wherever possible, resolved to the complainant's satisfaction.

### Responsibility of the Complainant

If the complaint is not resolved at the informal stage, or the complainant does not wish to follow the informal complaint process, they should:

- Communicate their complaint in writing to [customersupport@babington.co.uk](mailto:customersupport@babington.co.uk). To speak to someone in person about a complaint please contact the Customer Support Team by calling 0333 323 4050.
- Bring their complaint to the attention of Babington within 12 weeks of the incident occurring.
- Explain the concern as clearly and as fully as possible, including any action taken to date.

### Responsibility of Babington

Babington welcomes feedback to enable future improvement to services received by customers. We will respond to any dissatisfaction with our services fairly and promptly.

- Complainants will receive an initial response within 48 hours of receipt of a formal complaint
- Complaints will be investigated, and a response/solution provided within 10 working days.
- A further, more detailed response will be sent, on conclusion of a full investigation, if relevant or specifically required.
- Complainants may be offered a meeting with the parties involved, if appropriate.
- The Customer Support Team will log all informal and formal complaints via a centralised logging system. These records will be retained for a period of 2 years following resolution and closure of the complaint, at which point all information relating to the complaint will be deleted.

### Appeals and Escalation Process

- Complainants may appeal to the Customer Delivery Director if they are dissatisfied with the outcome of the complaint. Appeals must be submitted within 20 working days from receipt of the complaint response.

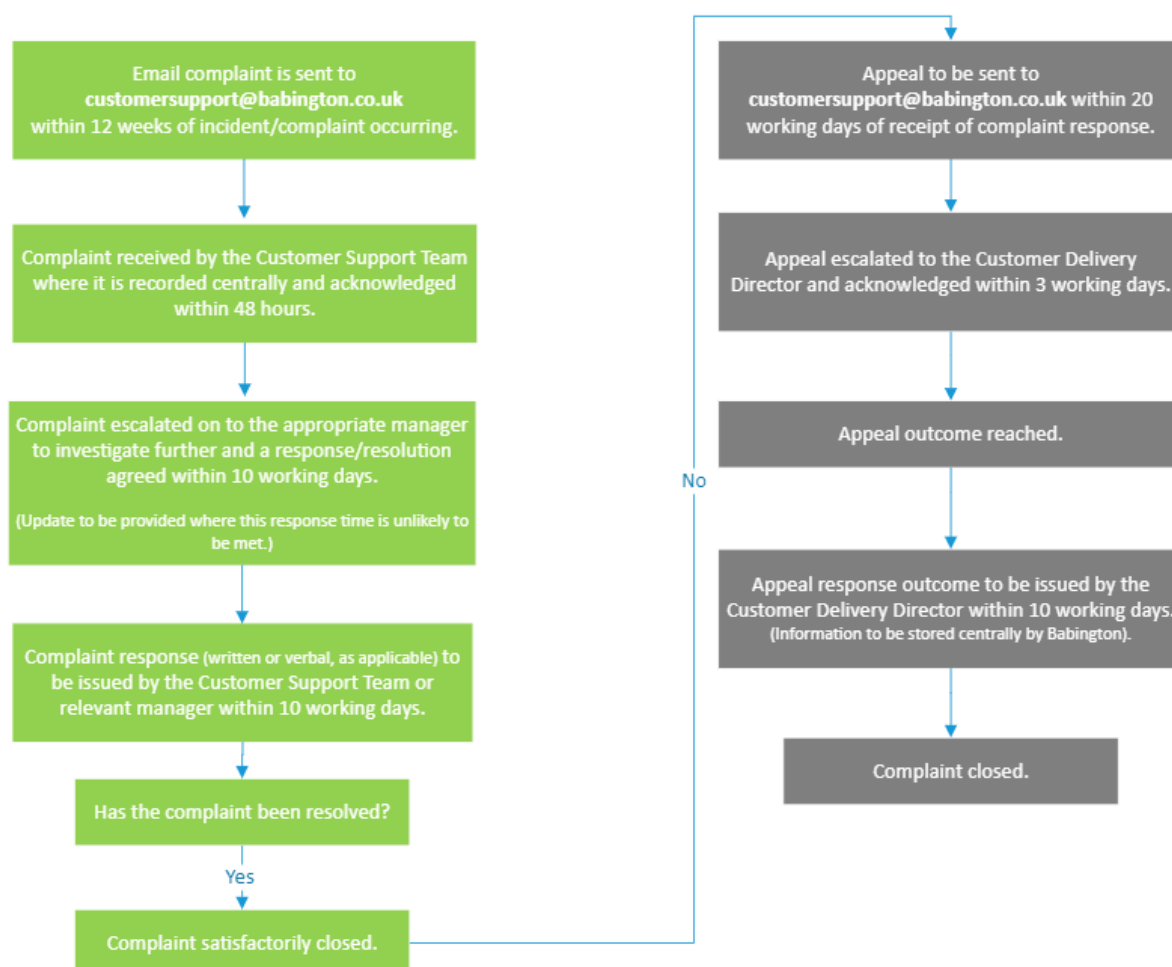
- Following an appeal, and if complainants are still not fully satisfied with the outcome or the handling of a complaint, they can refer their complaint to the relevant Awarding Organisation, End Point Assessment Organisation, Ofqual, National Skills Academy for Rail (NSAR) and the Institute for Apprenticeships and Technical Education who are the relevant qualification regulators. Babington will provide contact details of the relevant body upon request. An example of this may be the Education and Skills Funding Agency (ESFA) whose complaints process can be found at: <https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

## Confidentiality

Babington will keep complainants informed of progress with their complaint. Where an investigation is required, information may be shared with other Babington staff members or external third parties. Before sharing any information, Babington would inform the complainant of this, unless there were exceptional circumstances, for example, where doing so could pose a risk of harm to themselves or others.

In the case of young people under the age of 18 raising a complaint, depending on the nature of the complaint, Babington may be obliged to inform a parent/guardian

## Formal Complaints Process



The Customer Delivery Director is the owner of this document and has approved its publication. The document owner is responsible for ensuring that this procedure is reviewed annually.

This document is issued on a version-controlled basis and is available to all colleagues on the corporate intranet

### Document Management:

Owner: Customer Delivery Director  
 Effective Date: 01/08/2021  
 Review Date: 01/08/2022  
 Document reference: DOC 4000 Complaints Policy & Process

### Change History Record

Version control	Substantive change narrative	Author of substantive change	Date of substantive change
18/19 - 2	Existing policy and procedure reviewed and updated by Service Support	Lisa Beetison	08/04/2019
1.0	Complete review and significant amendment to the Confidentiality section	Information Security Team	09/04/2019
2.0	Amendments made to include reference to Awarding Organisations, End Point Assessment Organisations, Ofqual, National Skills Academy for Rail (NSAR) and the Institute for Apprenticeships and Technical Education who are the relevant qualification regulators	Julie Purcell	27/02/2020
3.0	Existing policy and procedure reviewed and updated by Customer Experience Specialist	Lisa Beetison	10/08/2020
4.0	Existing policy and procedure reviewed and updated by Customer Experience Specialist	Lisa Beetison	02/08/2021