

Complaints Policy

BMS Performance Limited is committed to providing the best possible service, and we recognise that occasionally customers may feel that they have cause to complain about the service they have received.

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

If you are not satisfied with the way we have handled your complaint, this will be dealt with as a failure of service under the terms of our complaints policy.

Aims

BMS Performance Limited aims to resolve complaints quickly, fairly and effectively.

BMS Performance Limited 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
- 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 Skills Funding Agency if they remain dissatisfied after their complaint has been through all stages of the internal complaints procedure

BMS Performance Limited Complaints Policy and associated Procedure will be readily available to customers.

Monitoring

BMS Performance Limited 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 review our policy at regular intervals

Responsibility

The Director of Apprenticeships 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 Performance Limited Complaints Policy is available in hard copy, and via our website.

Please contact the Managing Director 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 Performance Limited. Learners using this policy can expect to be treated fairly and without discrimination.

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Fundamental British Values underpin what it is to be a citizen in a modern and diverse Great Britain valuing our community and celebrating diversity of the UK.

Fundamental British Values are not exclusive to being British and are shared by other democratic countries as a way of creating an orderly society, where individual members can feel safe, valued and can contribute for the good of themselves and others.

These will mirror the principles and values of BMS Performance Limited and all the work areas that we support. These will occur throughout your programme and will be promoted by the staff with whom you come into contact.

Democracy

A culture built upon freedom and equality, where everyone is aware of their rights and responsibilities.

Examples

- Leadership and accountability
- Joint decision making
- Team meetings
- The right to protest and petition
- Receiving and giving feedback

Rule of Law

The need for rules to make a happy, safe and secure environment to live and work.

Examples

- Legislation
- Agreed ways of working, policies and procedures
- How the law protects you and others
- Codes of conduct

Respect and Tolerance

Understanding that we all don't share the same beliefs and values. Respecting the values, ideas and beliefs of others whilst not imposing our own others.

Examples

- Embracing diversity
- The importance of religion, traditions, cultural heritage and preferences
- Stereotyping, labelling and prejudice
- Tackling discrimination

Individual Liberty

Protection of your rights and the right of others you work with.

Examples

- Equality and Human Rights
- Personal Development
- Respect and Dignity
- Rights, choice, consent and individuality
- Values and principles