

## Complaints Policy

BMS Performance Limited 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 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 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.
- 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 Performance Limited Complaints Policy and associated procedure will be readily available to learners and 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 keep a log of all complaints and their outcomes.
- BMS will review our policy at regular intervals.

### Responsibility

The Director of Training 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 Director of Training 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.

<b>File location:</b>	Policies	<b>Approval date:</b>	01/07/2021
<b>Author:</b>	BMS	<b>Review date:</b>	01/08/2022
<b>Approved by:</b>	Katie Rooney	<b>Version:</b>	2

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

## 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, Katie Rooney. The complaint can be submitted via:

Email: [yourvoice@bmsperformance.com](mailto:yourvoice@bmsperformance.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 Performance Ltd  
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.

### Stage 2

If the initial response to the complaint is not regarded as satisfactory the next stage is to write to the Director of Training and ask for the complaint and the initial response to be reviewed.

The complaint should be addressed as detailed below:

Director of Training  
BMS Performance Ltd  
Europa Boulevard  
Warrington  
WA5 7XR

Alternatively, you can call the head office on: 01925 645 300 and request for the Director of Training.

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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 Director of Training 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. As a consequence, 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 Director of Training is not satisfactory, the final option of escalating the complaint can be to the Board of Directors, as detailed below:

Board of Directors  
BMS Performance Ltd  
Europa Boulevard  
Warrington  
WA5 7XR

Alternatively, you can call the head office on : 01925 645 300 and request contact from a Board Director.

Escalation should take place within 10 days of receiving the written response from the Director of Training, 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 Performance Ltd.

### External escalation

If you remain unsatisfied with the outcome from BMS Performance 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

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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 July 2021.  
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> July 2022

**Person responsible for policy:**



David Bill, Managing Director

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