

# Complaints Policy

Best Practice Training & Development offers consultancy, skills training and professional certification for a wide variety of organisations and learners.

This document details the complaints procedure.

A complainant may be a learner, prospective learner, employer, funding partner, referring organisation or any other interested party that indicates dissatisfaction with the quality of service they have received.

All complaints will be taken seriously and dealt with impartially. All staff have a responsibility for receiving complaints and dealing with them promptly and courteously in accordance with the procedure set out below.

## Formal Complaints – Stage 1 of the Complaints Procedure

Formal complaints are submitted to the Quality Management Team and are overseen by the Managing Director.

A formal complaint can be made in the following ways:

1. Online – using our online complaints form available at:  
<https://www.bestpracticeuk.com>
2. In writing – direct to our head office:

Quality Management Team  
Best Practice Training & Development Ltd  
First Floor  
Centre Block  
Hille Business Centre  
132a St Albans Road  
Watford WD24 4AE

An initial response to the complaint will be sent to the complainant, or to their representative, within 2 working days.

The complaint process will be managed by the Quality Management Team, where a nominated member will take responsibility to fully investigate the matter and provide the complainant or their representative with a formal response within 5 working days.

If for any reason it is not possible to provide a formal response within 5 working days, the complainant will be informed as to the reason for the delay and kept informed of the progress of the investigation.

## Appeals – Stage 2 of the Complaints Procedure

Should the complainant wish to appeal against the outcome of Stage 1, they should submit their appeal in writing, within 10 days of the Stage 1 outcome, to:

Managing Director  
Best Practice Training & Development Ltd  
First Floor  
Centre Block  
Hille Business Centre  
132a St Albans Road  
Watford WD24 4AE

Stage 2 appeals may involve a face to face meeting with the complainant and their representative (where requested).

Following the outcome of the appeals stage, a formal response will be sent to the complainant.

### **Stage 3 – External Resolution**

If a complainant is not satisfied with the outcome of the Stage 2 process they have the opportunity to appeal to the appropriate external body.

If the complaint relates to a course funded by the Education and Skills Funding Agency (ESFA) and the above complaints process has been exhausted, the complainant should contact the ESFA within three months of the complaint decision.

Email or post your complaint to the ESFA complaints team.

ESFA complaints team: [complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

#### **Complaints Team**

Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

ESFA will acknowledge your complaint within 5 days and will let you know what will happen next.

If you're unhappy with the ESFA response you can write to the complaints adjudicator to decide on your case.

Complaints Adjudicator  
Legal and Information Compliance  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

#### **Monitoring of Complaints**

We monitor all complaints carefully, maintaining a central complaints log file. An annual report on complaints is produced by the Quality Management Team, detailing issues raised, timeliness of resolution and any subsequent actions.

This Complaints Policy is made known to all our staff including all Best Practice consultants, trainers, assessors and all learners and stakeholders.

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