



BUXTON TRAINING ENTERPRISES^{LTD}
EXCELLENCE THROUGH EDUCATION AND EXPERIENCE

COMPLAINTS PROCEDURE PROCEDURES FOR DEALING WITH COMPLAINTS RAISING A CONCERN

Concerns can be raised with Buxton Training Enterprises Ltd (BTE) at any time and will often generate discussions that will resolve the concern. BTE requests that parents/carers make their first contact with the student's tutor (if it is related to qualification matters).

It is important for parents/carers to recognise that BTE is a busy organisation and that whilst we will do our best, it may not be possible to respond immediately.

On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response whilst this is taking place. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are still not satisfied, please write to or call BTE to make the Director aware of your concern. The Director will then look at your concern further and investigations will take place.

Complaint heard by an appropriate staff member

If you feel that your concern has not been adequately dealt with by BTE, you can make a formal complaint. Complaints should be put in writing and addressed to the Managing Director. The complaint will be logged, including the date it was received. BTE will acknowledge receipt of the complaint and will attempt where possible to resolve the issue as soon as possible, normally within ten working days. Alternatively, a meeting may be convened to discuss the matter further.

Complaint heard by the school in which the student is on roll

If the matter has still not been resolved, then you will need to write to the relevant person who arranged your child's provision at their school in which they are on roll giving details of the complaint. They will, where possible, resolve the issue with the complainant as soon as possible, normally within two working weeks.

Complaint heard by the Chair of Governors, from the relevant school in which the student is on roll

If you are still not satisfied, then you will need to write to the Chair of Governors, c/o your child's school in which they are on roll, giving details of the complaint. The Chair will, where possible, resolve the issue with the complainant as soon as possible, normally within four working weeks. In some exceptional cases or the Chair may decide to convene a complaints panel. The aim of this hearing is to impartially resolve the complaint and to achieve reconciliation between BTE and the complainant. All parties will be notified of the Panel's decision in writing within three working days after the date of the hearing.