



Bitech Training Policy for dealing with complaints:

The following principles for dealing with complaints have been agreed by Bitech Training and their associates:

- 1.1 – The complaints system should be easily accessible.
- 1.2 - It should be simple to understand and use, and its operation will be regularly reviewed.
- 1.3 - Complaints received will be acknowledged.
- 1.4 – All complaints will receive full and fair investigation.
- 1.5 – A response will normally be sent within 15 days of receipt, subsequent to the outcomes of the investigation.
- 1.6 Subject to the need for thorough investigation, the procedures will respect peoples desire for confidentiality.
- 1.7 Bitech training response will address all the points at issue, and will attempt to provide effective and appropriate redress where fault on the part of people within Bitech Training has been acknowledged.
- 1.8 Where relevant, Bitech Training will want to learn from the complaints and provide appropriate information to managers within the processes of Bitech Training so that services can be improved and systems altered where needed.
- 1.9 An analysis of complaints including ethnicity will be carried out annually and will be reported to the corporation.

2: Complaints procedure:

- 2.1 – Generally, when complaints are received, they are sent directly to the executive office and will be dealt with by the member of executive responsible for complaints.
- 2.2 – Normally an acknowledgement letter will be sent to the complainant within 3 days of receipt.
- 2.3 – The details of the complainant will be entered into a computerised database.
- 2.4 – A copy of the details will be sent to appropriate managers for investigation and provision of a report to the member of executive responsible for complaints within 8 days. The report should provide:
 - Full details of the outcomes of an investigation.
 - A recommendation whether they believe the complaint is upheld, partially upheld, not upheld.



- Any actions proposed to deal with issues raised and necessary to avoid this happening in the future.

2.5 - On receipt of the report of the investigation, the member of executive responsible will prepare a response including determining if a refund of fees is appropriate. The complainant is a level 5 or level 6 student of apprenticeships, the response will include a completion of procedures letter which will be sent to the complainant once the investigation is finalised.

2.6 – When the complainant has been finally informed, a copy of the final letter responding to the complainant will be sent, for information, to the appropriate managers.

2.7 – A copy of the avoiding future complaints for will be sent to any relevant managers to inform them how this type of complaint can be avoided in the future.

2.8 – The final completion date will be entered onto the database record in addition to the number of days taken to complete. (This information will be used to analyse the complaints system at a later date and reported to the corporation annually).

2.9 - Where a follow up letter has been received, a note of this will also entered onto a database, as will the date of any holding letter sent. It may be that the complainant will require to be recirculated using the system outlined above.

2.10 – As letter frequently mention staff by name, and as student files are open to access by many staff, correspondence on complaints will not be kept in student personal files. It should also be remembered that parents of students up to the age of eighteen have a right to see the student file if they give appropriate notice. It may be necessary to transfer new information or make corrections to the student file as an outcome of an investigation leading from the complaint, then that should be undertaken separately.

3.0 – Guidelines on redress.

The following range of responses will enable Bitech Training to ensure that responses are fair and impartial, and demonstrates to users that it welcomes comments on the quality of its service:

1: Expression of regret wherever possible.

2: Apology when fault on the part of Bitech Training is identified.

3: Correction of organizational deficiency where appropriate, which will be recognised in the response, where appropriate.

4: Maximum liability is normally limited to the refund of any fees or charges already paid if Bitech Training is found liable for not providing an adequate service, subject to the member of executives discretion.



4: Appeals.

4.1 – In any event that a complainant is dissatisfied with the decision taken by the member of executive responsible for the complaints, and decides to appeal, the managing director will review the documentation and will carry out any further investigation deemed necessary, and will decide to either endorse or modify the decision, and will inform the complainant accordingly. If the complainant is an HE student a completion of procedures letter will be sent to the complainant.

4.2 – The complainant must appeal in writing within 15 days of receiving a formal response.

4.3 – In the event that a complainant (Student) remains dissatisfied, they will be advised of their right to appeal to the SFA, and will be given all necessary details.

4.4 – In the event that the complainant remains dissatisfied, they will be advised of their right to appeal to the OIA (Office of the Independent Adjudicator for High Education) and will be given all necessary contact details in the completion of procedures letter. All records must be kept when dealing with the OIA by Bitech Training.