

# Complaints and Grievances Policy

**Review date:** Aug 2026

## 1. Introduction

Best Training London is committed to providing a supportive and inclusive learning environment for all students and stakeholders. This Complaints and Grievances Policy aims to outline a fair and transparent process for addressing and resolving complaints and grievances raised by students, staff, or other individuals associated with Best Training London. This policy operates in line with the Equality Act 2010 and the Data Protection Act 2018 (UK GDPR).

## 2. Purpose

The purpose of this policy is to:

- Provide a clear and accessible mechanism for individuals to express their concerns, complaints, or grievances related to the services, operations, or interactions within Best Training London.
- Ensure that complaints and grievances are addressed promptly, impartially, and confidentially.
- Foster a culture of open communication, continuous improvement, and accountability within the school community.

## 3. Scope

This policy applies to all students, staff members, contractors, vendors, and any other individuals associated with Best Training London who wish to raise a complaint or grievance.

## 4. Policy Guidelines

### 4.1 Definitions

- Complaint: An expression of dissatisfaction or concern raised by an individual regarding a specific incident, action, or service provided by Best Training London.
- Grievance: A formal complaint alleging a violation of rights, unfair treatment, or discrimination based on protected characteristics, such as race, gender, religion, disability, or any other legally protected status.

Complaints can be made about:

- Unfair coursework marking and grading.
- Other learners
- Course tutors
- Non-academic staff, including management.
- Alleged unfair treatment at the place of work.
- Best Training London policies and practices

### 4.2 Principles

- Accessibility: Best Training London will ensure that the complaint and grievance process is accessible to all individuals, regardless of their background or circumstances.
- Fairness: The process will be fair, objective, and conducted without bias or prejudice.
- Confidentiality: Information shared during the process will be treated confidentially to the extent possible and in compliance with applicable laws and regulations.
- Timeliness: Best Training London will strive to address and resolve complaints and grievances in a timely manner.
- No Retaliation: Best Training London prohibits any form of retaliation against individuals who raise a complaint or grievance in good faith.

#### 4.3 Stages of the Procedure

##### Stage 1 – Informal Resolution

- Wherever possible, concerns should first be raised informally with the relevant staff member or line manager to seek early resolution.
- If resolved informally, no written record is required beyond brief notes.

##### Stage 2 – Formal Complaint

- Submit a written complaint using the template in Appendix A or by email to the Designated Complaints Officer.
- **Acknowledgement** will be sent within **5 working days**.
- Investigation and written outcome will normally be completed within **20 working days**.
- If more time is needed, the complainant will receive a revised timeline and reasons.

##### Stage 3 – Appeal / Review

- If unsatisfied, the complainant may appeal in writing within **10 working days** of receiving the Stage 2 outcome.
- A senior manager or an independent panel will review the case and provide a final decision within **20 working days**.

##### External Review

- Where applicable, learners may escalate to an external body to relevant awarding or professional body

#### 4.4. Issues excluded from Complaints procedures

There are three issues excluded from the complaint's procedures:

- services outside the Academy's control, e.g., funding criteria
- issues involving criminal offences.
- matters dealt with under other procedures such as the Disciplinary Procedures

If the complaint is found to be malicious, action may be taken against the Complainant.

#### 4.5. The possible outcomes are

- Written apology and/or appropriate redress.

- Correction of any error
- Service or process improvement

## 5. Roles and Responsibilities

- Designated Complaints and Grievances Officer/Senior Management: Responsible for receiving, documenting, and managing complaints and grievances in accordance with the policy.
- Head of Centre: Responsible for ensuring compliance with the policy, providing necessary resources and support for complaint resolution, and reviewing the effectiveness of the policy periodically.
- Individuals Raising Complaints or Grievances: Responsible for providing accurate and complete information, cooperating in the investigation process, and adhering to the outlined procedures.

## 6. Record-Keeping & Monitoring

- All records will be retained securely for **six years** in line with UK GDPR requirements.
- An annual report summarising complaint trends, outcomes, and actions will be presented to the Governing Board to support continuous improvement.

## 7. Conclusion

This Complaints and Grievances Policy emphasises Best Training London's commitment to addressing concerns, complaints, and grievances in a fair, confidential, and efficient manner. By providing a clear and accessible process, Best Training London aims to promote a positive and inclusive learning environment where all individuals can voice their concerns and contribute to continuous improvement.

## Appendix A: Appeals / Complaints form

Please note that this form is to be used for any complaints or academic appeals.

### Section 1- Complainant details

<b>Full name</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Telephone no</b>	
<b>Email</b>	
<b>Department (if applicable)</b>	
<b>Programme of study</b>	
<b>Date of complaint</b>	

**Section 2- Details of complaint or appeal**

*Please try to set out clearly and concisely what you are complaining about and why*

*Please indicate the remedy you are seeking for your complaint.*

<b>Signature of Complainant:</b>	<b>Date:</b>
----------------------------------	--------------

<b>For Office Use Only:</b>	
<b>Date received:</b>	
<b>Acknowledgement sent:</b>	<b>Reference number:</b>