

Piper Training Ltd – trading as BESA Academy - LEARNER COMPLAINTS PROCEDURE

Piper Training Ltd is committed to providing quality training programmes and achieving the highest standards of conduct. One of the ways in which we can continue to improve our services is by listening and responding to the views of our learners. Therefore, we ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction, which calls for a response
- We deal with it promptly
- We learn from complaints and use them to improve our service

Complaint Process

There are several stages to the Learner complaint procedure. We aim to be able to deal with most complaints in Stage One, but if you remain unhappy with the first response you may take your complaint to the second or third stage.

Stage 1

The first stage is to contact and outline the problem to BESA Academy Operations who will aim to resolve the problem - academy@thebesa.com.



Stage 2:

If you are unhappy with the response you receive you can refer your complaint to: BESA Operations Manager – Deborah.sands@thebesa.com

BESA Academy will aim to give you a response within fifteen working days. When a complaint has been made, we will:

- Try and deal with the complaint on the spot where it is straightforward and easily resolved, while also ensuring that we investigate what led to the complaint to see whether there are any actions we can take to avoid a similar problem arising again.
- For more complex complaints, we will carry out a thorough investigation and where we are found to be at fault will do our best to correct the problem.
- Acknowledge receipt of a complaint either by email or in writing within ten working days advising you who is dealing with the complaint.
- Where we have to seek further information on a complaint, we will advise you when a response can be expected if for any reason the complaint can not be addressed within the given time period.
- Where the complaint is about something outside our control, where we can we will advise how the issue can best be taken up and with whom.



Stage 3:

If you are still not happy with the response and at your request BESA Academy provides escalation to -:

1. BESA Academy Education Committee – responsible for governance of training and skills delivery on behalf of the membership
2. BESA Council – overall governance for all BESA companies
3. For apprenticeships or end point assessment issues final escalation is to external referral of the complaint to the relevant regulatory body for Apprenticeships – Education Skills Funding Agency (ESFA), QSA or Scotland Funding Agency.