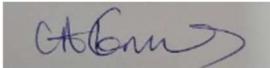
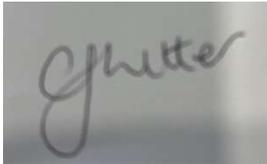
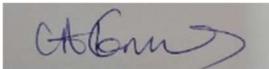


BioGrad Compliments and Complaints Policy

Copy Holder Information

Copy No	Issued To	Issued By	Date of Issue
1	BioGrad Education	Catherine Kennedy	20.11.2025

Author: Catherine Kennedy	Signature 	Date: 15.09.2025
Approver: Catherine Witter Title:	Signature 	Date: 20.11.2025
Quality Assurance: Title:	Signature	Date:

Periodic Review Date:		
Periodic Review 1 Date:	QA Signature 	Date: 15.09.2026
Periodic Review 2 Date:	QA Signature	Date:

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1. Purpose

This policy outlines how BioGrad Education handles feedback in the form of compliments and complaints. We are committed to delivering high-quality Skills Bootcamps and view feedback as essential for continuous improvement and accountability.

2. Scope

This policy applies to:

- All learners enrolled in Skills Bootcamps.
- Employers or partners involved in delivery.
- Staff engaged with Skills Bootcamps.

3. Our Commitment

- To treat all compliments and complaints seriously, fairly, and confidentially.
- To respond to all complaints promptly and resolve them where possible.
- To use feedback to improve our training provision and learner experience.

4. Compliments

We welcome positive feedback on:

- Quality of teaching and learning.
- Learner support and guidance.
- Administrative processes.
- Employer engagement and outcomes.

How to submit a compliment:

Who would this go to?

- Email: catherine.kennedy@biograd.co.uk
- Online: [insert feedback form or portal]
- In person: Speak to a staff member or tutor, who will record it.

All compliments are shared with relevant staff and may be included in internal reviews and staff recognition processes.

5. Complaints

5.1 What is a Complaint?

A complaint is an expression of dissatisfaction about our services, staff, processes, or training experience, where a response or resolution is expected.

5.2 Informal Resolution

Many issues can be resolved quickly by discussing them with a tutor, delivery staff member, or course lead. We encourage informal resolution before pursuing a formal complaint.

5.3 Formal Complaint Procedure

Stage 1 – Submitting a Complaint

- Submit in writing via email or feedback form to: [insert complaints email]
- Include: your name, contact details, the nature of the complaint, dates, and any relevant information or evidence.

Stage 2 – Acknowledgement and Investigation

- A written acknowledgement will be sent within **5 working days**.
- A nominated manager will investigate and provide a full response within **15 working days** of the acknowledgement.

Stage 3 – Appeal (if unsatisfied with the outcome)

- Appeals must be submitted within **10 working days** of receiving the outcome.
- The appeal will be reviewed by a senior manager or director.
- A final response will be issued within **15 working days**.

6. External Escalation

If you remain dissatisfied after exhausting our process, you may refer your complaint to the **Education and Skills Funding Agency (ESFA)** via their complaints process:

- <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

7. Monitoring and Review

- All feedback is recorded and reviewed quarterly.
- Complaints are analysed to identify trends and areas for improvement.

- This policy is reviewed annually or in line with regulatory changes.

8. Confidentiality and Data Protection

All complaints and compliments are handled in accordance with GDPR. Information is only shared with relevant personnel on a need-to-know basis.