

Policy or Procedure:	Complaints Policy and Procedures
Policy Suite:	Complaints
Date Approved:	April 2025
Approved by:	BDSIP CEO
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COMPLAINTS POLICY AND PROCEDURES

1. Policy Statement

BDSIP strives to work to the highest standards of quality and service for all clients, customers, students and partners – as set out in our statement of Service Standards. When we do not achieve this standard we hope that those affected will let us know by means of a complaint and will support us in our attempts to improve our services.

2. Definitions

A complaint is defined as a formal representation by a client; funder; student; member of the public; a partner or other organisation regarding dissatisfaction with the standard or quality of:

- The provision of a professional service
- Our teaching and learning or Information, advice and guidance (IAG) services
- CPD and other training programmes or events
- Conferences
- General customer service, conduct and professional behaviour

All of our staff are made aware that they must follow this policy in the event of a potential complaint being made and that they must inform all beneficiaries, customers and stakeholders of the complaints procedure when appropriate.

3. Opportunity for Informal Resolution

Should any staff member become aware that a person or organisation is dissatisfied with any aspect of our service, they should listen to that person / organisation and try to resolve the matter promptly. They should also inform the person / organisation of their right to use our complaints policy, provide them with a copy of it and alert the SLT Executive Support Officer to the issue.

Complaints raised informally should receive a written response within 10 working days and if no further communication is received then it will be considered that the complaint is resolved and recorded as such.

In some instances the Formal Complaints Procedure will be needed to reach a resolution.

4. Formal Resolution Process

Anyone wishing to make a formal complaint should be encouraged to do so by phone **(020 8227 2636)** or in writing to the SLT Executive Support Officer, who will make contact to start the formal process. **Written complaints should be addressed to BDSIP, Eastbrook School (Primary Site), Dagenham Road, Dagenham RM10 7UR or by email to info@bdsip.co.uk**

Complainants will be invited to complete a complaints form (Appendix 1), but complaints may also be made verbally. Verbal complaints will be recorded on the complainant's behalf on the complaints form and an investigation will not usually proceed until the complainant has approved the contents of the form.

All complaints, however made, will be acknowledged within 5 working days and will be dealt with according to this policy.

The SLT Executive Support Officer, in consultation with the Chief Executive Officer (CEO) will assign a senior manager to carry out an investigation. This investigation is likely to involve phone / video calls / meetings with the complainant and with the staff members involved in providing the service to them.

Following the investigation a response will be agreed to be provided to the complainant. This response will often be made by telephone but always followed up in writing within 10 working days of acknowledging the complaint. If necessary, actions will be agreed internally to improve our service and to prevent a repeat of such a complaint. It will not always be appropriate to inform the complainant of the details of these actions.

Unless the complainant indicates that they wish to pursue the matter further the complaint will be considered to be resolved. The central record will be updated to reflect this, and the associated documentation will be held securely in the complaints file.

5. Final Appeal Stage

If the complainant is still dissatisfied, they may proceed to the final stage of the procedure which is to write to the CEO – contact details as above.

The CEO will consider the complaint and will decide whether to convene a panel of members of the Board.

The CEO will respond within 28 days advising how they are dealing with the complaint, including whether they will deal with it themselves or whether a Complaints Panel will be convened. A Complaints Panel will usually comprise three Board Directors and will be attended by the complainant, the CEO and relevant line manager of BDSIP.

The panel will normally meet within a further 14 days and agree what action should be taken.

The panel's decision is final and agreed actions will be communicated in writing within 5 working days of the meeting referred to above. If this is not possible, they will provide a written explanation for the delay within that 5 day period.

In accordance with the Data Protection Act 2018 a written record of complaints received will be retained for a maximum of three years outlining the nature of the complaint and how the matter was resolved.

6. Complaints about the Chief Executive Officer (CEO)

Complaints relating to the CEO should be directed to the Chair of Directors in the first instance by writing to BDSIP, Eastbrook School (Primary Site), Dagenham Road, Dagenham RM10 7UR or by email to info@bdsip.co.uk

7. Complaints about Directors

BDSIP is a private company limited by guarantee and social enterprise, the work of which is governed by a Board of Directors, none of whom are paid employees of the company. Details of Board members can be found on the BDSIP website: [HTTPS://bdsip.co.uk/about-us/our-people/](https://bdsip.co.uk/about-us/our-people/)

The behavioural and ethical standards for Company Directors are established and overseen by Companies House. The company's internal governance processes, including the Memorandum and Articles of Association also set out expected standards of conduct for Directors.

Any complaints regarding a director should be addressed to the Chief Executive in the first instance, by writing to BDSIP, Eastbrook School (Primary Site), Dagenham Road, Dagenham RM10 7UR or by email to info@bdsip.co.uk

8. Reporting to the BDSIP Board

A written summary of all complaints received, including the outcome of any investigation, will be reported to the Board of Directors on a termly basis.

9. Related Policies and Procedures include, but are not limited to:

- Whistleblowing Policy
- Bribery Policy
- Equality, Diversity and Inclusion Policy
- Safeguarding Policy
- Data Protection Policy
- Information Security Policy
- Recruitment & Selection Policy
- BDSIP Workplace Code of Ethics

Appendix 1 – Formal Complaints Form

Your name	
Your email address	
Telephone number	
Your address	

Please detail the nature of your complaint. Please include any dates or locations where any incidents took place, if relevant to your complaint. Please use the continuation sheet at the bottom of this form if you need more space to write about your complaint.

What would you like to see done about this complaint?

Please name all the people who were there when this happened (if relevant)

Signature

Date

