



THE BRITISH RACING SCHOOL

Complaints Policy

Reviewed:	April 2023
Person Responsible:	Carol Bramhill
Review Date:	April 2024
Signature of Chief Executive:	

This Policy links to:

Trainee Handbook

Apprenticeship Commitment Statement

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

<https://brs.org.uk/policies/>

What is a Complaint?

A complaint is a statement in which you express your dissatisfaction with a particular situation.

Examples of complaints at the BRS may range from minor issues such as not receiving meals that you like to more serious situations where you feel a member of staff is treating you unfairly.

Complaints Procedure

- **Complaints**

The BRS complaints procedure as relates to trainees and apprentices is shown below:

Complaints can either be formal or informal.

Informal

Where a trainee/apprentice or parents/guardians have a complaint about the training received or about a member of staff, they may raise the matter verbally with the Operations Director. He will then investigate the complaint. If the complaint is upheld he will instigate remedial action to ensure that the matter does not re-occur. If the complaint is found to be without substance the person making the complaint will be informed accordingly.

Formal

If the matter is more serious and/or the trainee/apprentice, their parents/guardians, wish to raise the matter formally they should put this in writing to the Chief Executive. The complaint should stick to the facts and avoid language that is insulting or abusive.

The Chief Executive will contact the person raising the complaint within 5 days and arrange a meeting, wherever possible face to face (but where this is not possible in a phone conversation) to discuss the complaint. The complainant may wish to be accompanied.

Following the meeting and thorough investigation of the complaint the complainant will receive a decision in writing, normally within 48 hours of the meeting.

If the complainant is unhappy with the decision they need to notify the Chief Executive that they wish to appeal. They will then be invited to an appeal meeting, normally with the BRS Chairman or another Trustee of the BRS. They may wish to be accompanied to this. The decision of the appeal will be notified within 48 hours.

If still not satisfied with the outcome of the appeal hearing the complainant or their parents/guardian can raise the issue with the Education and Skills Funding Agency. The relevant address for this is:

Complaints Team,
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT
complaints.esfa@education.gov.uk

For trainees on Apprenticeships in the workplace

Please raise your grievance with Zoe Hammond, Quality Assurance Manager
Zoe.Hammond@brs.org.uk or Duncan Gregory, Operations Director
Duncan.Gregory@brs.org.uk in the first instance 01638 665103 (number for both)

If it is not resolved then you can raise the matter formally by putting this in writing to the Chief Executive. The Chief Executive will contact the person raising the complaint within 5 days and arrange a meeting, wherever possible face to face (but where this is not possible in a phone conversation) to discuss the complaint. The complainant may wish to be accompanied. Following the meeting and thorough investigation of the complaint the complainant will receive a decision in writing, normally within 48 hours of the meeting. If the complainant is unhappy with the decision, they need to notify the Chief Executive that they wish to appeal. They will then be invited to an appeal meeting, normally with the BRS Chairman or another Trustee of the BRS. They may wish to be accompanied to this. The decision of the appeal will be notified within 48 hours.

If still not satisfied with the outcome of the appeal hearing the complainant or their parents/guardian can raise the issue with the ESFA Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk

More information can be found at

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>