

# Complaints Procedure

## Purpose

BluescreenIT Ltd is committed to providing high quality services to clients in all aspects and areas of our services and products.

Our policy consists of:

- Providing a friendly and helpful service that is responsive to your needs
- Respond to your enquiries promptly and efficiently
- Be respectful, considerate and courteous at all times
- Maintain a good relationship and build rapport
- Create a welcoming and pleasant environment
- Endeavour to exceed your expectations

We strive to deliver our services detailed in our policy above. If, however we fail to meet your expectations, please feel free to provide us with some constructive feedback through our course reviews or by sending us an email. This will provide us with the opportunity to improve our services and the way we provide them.

## Who can complain?

A complaint can be made by **anyone** affected by the actions or decisions of BluescreenIT Ltd or by someone acting on behalf of the person with their consent.

## Raising concerns about a service

Your concern should be raised in the first instance to the trainer/employee providing the service with the aim of resolving the concern quickly and effectively. The trainer or the employee may be able to resolve your concerns without the need to make a more formal complaint.

## I have concerns about the person delivering the service, but don't want to raise this with them

If you want to raise a concern please contact the administrative office either in person, by phone, or email and you will be forwarded to a senior manager. Once you have made us aware we will move to take remedial action, where possible, to quickly resolve the issue for you.

If you are dissatisfied with the standard or services provided by us, you **must** make a **written statement** as soon as possible, please raise your concerns to the quality manager by emailing [wecare@bluescreenit.co.uk](mailto:wecare@bluescreenit.co.uk)

We request the following information with your complaint:

- Your full name and contact details
- Time, date and place of the event
- Detailed description of your complaint

- Your expectation of the service you purchased
- Any evidence you have to support complaint
- How you want us to resolve the matter

Please do bring your complaint to our attention as soon as possible so we can take corrective measures and ensure you receive the service that you deserve.

Upon receipt of your formal written complaint, we will contact you for a discussion either over the phone or in person to gather the details of the situation.

We aim to resolve your complaint within 7 days, or where your complaint might require deeper investigation we will endeavour to rectify or respond to the complaint within 30 days.

## **Appeals Procedure**

Should you be concerned about or unhappy with the outcome, your appeal should be written and sent to the Chief Executive Officer. Your complaint to the CEO should be lodged within 14 days of the date from the last communication.

Once a written appeal is received the details will be recorded and responded to within 14 days.

Please Note: You must log your initial complaint using the complaint procedure before escalating it to the appeals procedure.

## **Apprenticeship Complaints, please refer to the ESFA.**

Any disputes will be resolved initially in line with the Training Provider's appeals and complaints procedure available. Details of this can be obtained from the assessor/co-ordinator and in some cases from the learner resources on the e-portfolio system. All disputes will be recorded and, in any case, the minimum steps in any dispute will be:

- Employer discussion with the Apprentice's Assessor/Co-Ordinator. If this discussion does not lead to a satisfactory outcome then the next stage described below will be invoked, and so on through the process.
- Employer discussion with the Programme Manager.
- Employer discussion with the Managing Director of the Training Provider delivering the apprenticeship programme.
- Employer discussion with the Manager Main Provider (BluescreenIT Ltd). This will be deemed to be the final stage in any dispute resolution.

At any point in this process should the Employer wish to contact the apprenticeship helpline or refer their complaint to the funding bodies', or awarding organisations' appeals procedure, the Employer is fully entitled to do so. At this point BluescreenIT Ltd will supply the contact details of the appropriate body.

The apprenticeship helpline can be contacted directly on 0800 015 0400, [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk) or <https://www.gov.uk/apprenticeships-guide/overview>