

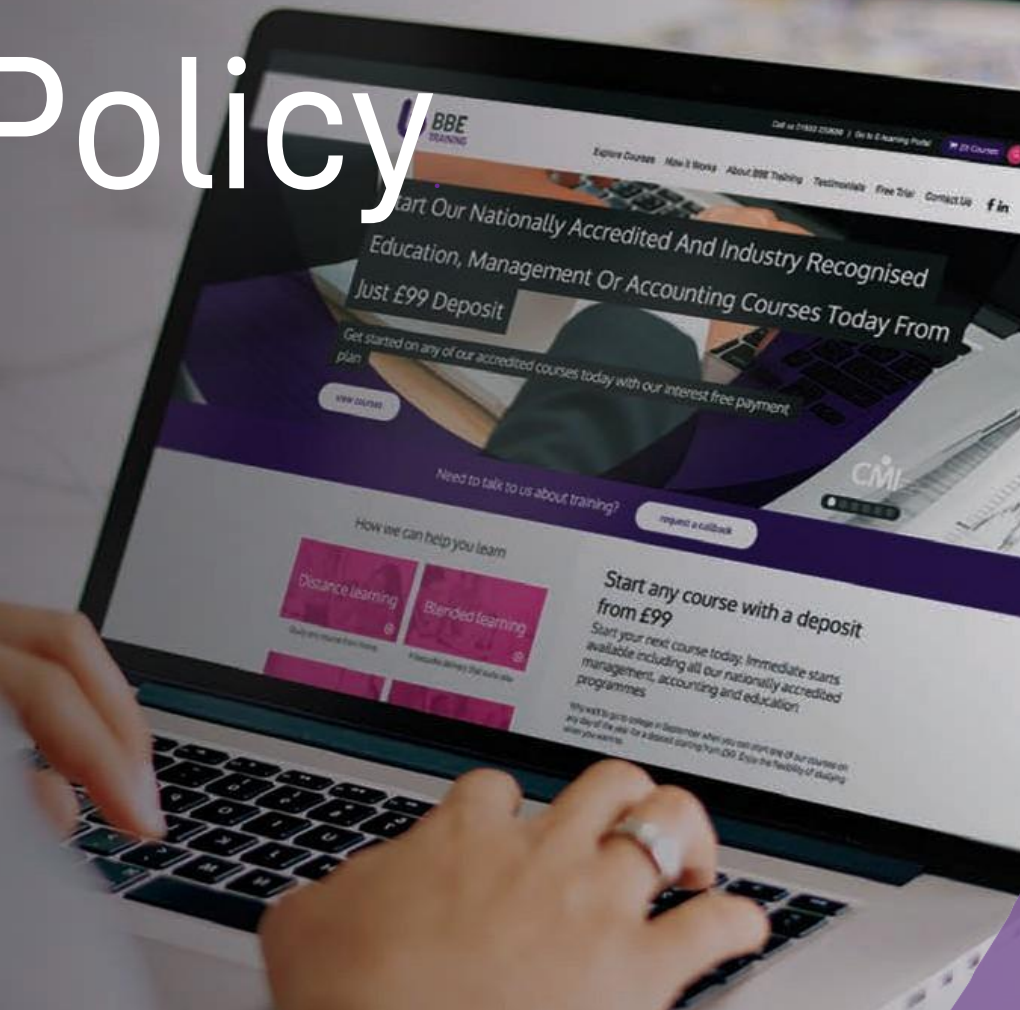


BBE
TRAINING



A CITRUS GROUP
COMPANY

BBE Complaints Policy



1. Our commitment

BBE Training aims to provide a high standard of service to every learner and customer. We recognise that there may be occasions when a student is dissatisfied with the service received. Complaints are treated seriously, fairly, professionally and in confidence, and are used to identify opportunities to improve our services.

2. What is a complaint?

A complaint is an expression of dissatisfaction about the standard of service, action or lack of action by BBE Training or a member of its staff. Examples may include:

- A service not being delivered within an expected or agreed timeframe.
- Incorrect, unclear or misleading information being provided.
- Poor-quality customer service or learner support.
- Concerns about the conduct, communication or actions of a member of staff.
- Concerns about administration, course support, assessment-related service or other aspects of the learner experience.

Important: Academic assessment or awarding-body decisions may be subject to a separate appeals procedure. Student Support will advise the learner where another policy is more appropriate.

3. How to make a complaint

Students should provide their name, contact details, qualification or course (where relevant), a clear description of the issue, relevant dates, supporting evidence and the outcome they are seeking. Complaints should be sent to:

Email

customerservice@bbetraining.co.uk

Post

BBE Training, Citrus Group House, Diamond Way,
Nene Park, Irthlingborough, Northants, NN9 5QF

4. Complaints process and timescales

The following stages must be followed in order. BBE Training may extend a timescale where a matter is unusually complex or key individuals are unavailable; where this happens, the complainant will be told the reason and given a revised response date.

Stage	Team / job title	What happens	Timeframe
Stage 1 – Receipt and acknowledgement	Customer Service Team / Student Support	Log the complaint, confirm receipt, identify the issues raised and allocate it to an appropriate manager.	Acknowledgement within 2 working days of receipt.

Stage	Team / job title	What happens	Timeframe
Stage 2 – Investigation and formal response	Relevant Department Manager, supported by Customer Service / Student Support and relevant staff	Review records and evidence, speak to relevant staff or tutors where necessary, establish findings and issue a written outcome including any corrective action.	Investigation and written response normally within 10 working days of acknowledgement.
Stage 3 – Internal review / escalation	Head of Centre or Director not materially involved in the original decision	Review the complaint, Stage 2 investigation, evidence and response. Further enquiries may be made. A final internal decision will be issued in writing.	Request for review should be made within 10 working days of the Stage 2 response. Final review response within 14 working days of receiving the escalation.
Stage 4 – External referral for AAT/CMI/TQUK matters	AAT/CMI/TQUK, after BBE Training's internal process has been fully exhausted	If the complaint relates to an AAT/CMI/TQUK qualification or service within the remit of one of these awarding organisations and the student remains dissatisfied after the final internal response, the student may refer the matter to them in accordance with the relevant body's complaints procedure.	Referral can be made only after the BBE Training complaints process has been fully exhausted. The student should follow AAT/CMI/TQUK published timescales and requirements.

5. Stage 1 – Receipt and acknowledgement

Customer Service or Student Support will record the complaint and acknowledge it within 2 working days. The acknowledgement will confirm that the complaint has been received and, where appropriate, identify the manager responsible for the investigation. If information is missing, the student may be asked to provide further details or evidence.

6. Stage 2 – Investigation and response

The relevant Department Manager will investigate the complaint impartially. This may include reviewing learner records, emails, Moodle or administrative records, speaking with staff or tutors and considering documents supplied by the student. The written response will explain the findings, whether the complaint is upheld in full, upheld in part or not upheld, and any action BBE Training proposes to take.

7. Stage 3 – Internal review

If the student is dissatisfied with the Stage 2 outcome, they may request an internal review within 10 working days. The request should explain why they remain dissatisfied and identify any part of the response they believe has not been adequately addressed. The Head of Centre or a Director who was not materially involved in the original decision will review the case and issue BBE Training's final internal response within 14 working days.

8. Right to refer an AAT/CMI/TQUK complaint

Awarding body escalation: Where the complaint concerns an awarding body qualification a student who remains dissatisfied may refer the matter to the relevant awarding body only after fully exhausting BBE Training's complaints process and receiving the final internal response. The student should use the awarding body's current published complaints process, contact route and timescales.

BBE Training will cooperate with any legitimate request from the awarding body for information relating to the complaint, subject to applicable data protection and confidentiality requirements.

9. Responsibilities

Customer Service / Student Support: Receives and logs complaints, acknowledges receipt, maintains records, coordinates communication and ensures complaints are directed to the correct manager.

Department Manager: Conducts the Stage 2 investigation, gathers evidence, considers the facts objectively and prepares the formal outcome.

Head of Centre / Director: Conducts the final internal review at Stage 3 and ensures the process has been fair, proportionate and properly documented.

All staff and tutors: Cooperate with investigations, provide information promptly and maintain confidentiality.

Quality Manager: May provide quality-assurance input where the complaint concerns assessment, quality processes or awarding-body requirements, while preserving impartiality.

10. Fairness, confidentiality and support

- Students will not be disadvantaged for raising a genuine complaint in good faith.
- Complaints will be handled confidentially and information shared only with those who need it to investigate or respond.
- Where possible, a person who is the subject of a complaint will not make the final decision on that complaint.
- Reasonable adjustments will be considered where a student requires support to access or participate in the complaints process.
- Anonymous complaints may be considered where sufficient information is available, although anonymity can limit BBE Training's ability to investigate fully.

11. Records, monitoring and improvement

BBE Training will retain an appropriate record of complaints, investigations, outcomes and actions in line with its data protection and records-management arrangements. Complaint themes and outcomes may be reviewed by senior management to identify recurring issues, training needs and opportunities for service improvement.

12. Contact details

Complaints email	customerservice@bbetraining.co.uk
Postal address	BBE Training, Citrus Group House, Diamond Way, Nene Park, Irthlingborough, Northants, NN9 5QF
Telephone	03332 07 66 33
Website	www.bbetraining.co.uk

13. Policy review

This policy will be reviewed annually, or sooner where required by changes to legislation, awarding-body requirements, organisational practice, complaint trends or stakeholder feedback.

Version	Last review	Next review
2.0	September 2026	September 2027