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1. Purpose

To establish the policy & process for the handling of complaints

2. Scope

This Procedure covers the policy content and handling of any complaint related to BESA Training schemes, which have not been immediately addressed by the team or person directly responsible.

3. References

See text

4. Definitions

Complaint	Any notification received by BESA Training concerning a level of dissatisfaction with any BESA Training product or service or associated product or service eg the conduct of a BESA Training registered centre or trainer, which has not been immediately addressed by the team or person directly responsible.
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5. Responsibility

The Operations Manager initially receives detail of the complaint and takes the necessary action to investigate and resolve.

The Training Director receives all appeals and escalated complaints and takes the necessary action to investigate and resolve.

6. Actions

6.1 Introduction (and Opener of Complaints Policy)

6.1.1 BESA (through BESA Training) is an externally regulated end point assessment organisation, a registered apprenticeship training provider and assessment provider that works with and provides support for a diverse customer base including its members, trainers and training providers, industry, central government, local authorities, and national and international organisations.

6.1.2 Its principal objectives are to maintain, enhance and promote improvements in building services engineering and provide service levels that will assist its customers and partner organisations to achieve the same.

6.1.3 As part of their commitment to achieving this aim, all BESA Training staff are committed to ensuring that customers are provided with the best possible information, services and products.

6.1.4 In order to fulfil the full scope of its organisational role, BESA Training will:

- strive to promote building services engineering in all activities

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- seek to act as a focus for all building services policy and practical development
- provide quality systems of building services engineering education
- create cost-effective and accessible ways to supply up-to-date information on all matters relating to the work of the organisation
- strive to provide the best possible service and improve accessibility
- monitor performance through regular surveys and a clear complaints procedure.

- 6.1.5 BESA Training is dedicated to meeting all customer expectations and to monitoring and evaluating performance against the stated standards.
- 6.1.6 However, it is recognised that there may be occasions when service levels do not meet expectations, and complaints may subsequently be made against the BESA Training by:
- a trainer/member
 - a candidate
 - a third party.
- 6.1.7 In these instances, all complaints must be submitted in writing under confidential cover and addressed to the Operations Manager and emailed to certification@thebesa.com.
- 6.1.8 All complainants must ensure that they provide a clear explanation of the basis of the complaint and clarification of the relationship, if any, between the complainant and the party concerned.

7 BESA Training procedures for addressing complaints (also in Complaints Policy)

- 7.1 Upon receipt of the complaint, the Operations Manager shall, at his/her discretion, consult with the complainant and any other relevant parties. (If, at this stage, it is noted that the complaint relates more to a case of suspected malpractice, it will be referred on to the Training Director for investigation.)
- 7.2 If the Operations Manager then concludes that the complaint could be justifiable, he/she may formally notify the party concerned in writing.
- 7.3 All other relevant parties will also receive appropriate details in writing concerning the complaint and will be expected to provide a written response.
- 7.4 All written responses should be submitted within a time period of no longer than 28 days.
- 7.5 When all the responses received have been given due consideration and the Operations Manager concludes by this stage that the complaint is justifiable, he/she shall so advise the complainant and will formally notify the party concerned in writing of the decision taken by BESA Training. If deemed appropriate, the Operations Manager will also provide feedback to the other relevant parties.
- 7.6 However, should the Operations Manager conclude, at this stage, that the complaint is not justified, he/she shall so advise the complainant and, if deemed appropriate, the party concerned, in writing.
- 7.7 The complainant may challenge this decision by writing directly to the Training Director (on behalf of BESA Training). This 'appeal' process will be informed solely by the written representations from the complainant/other relevant parties already submitted to the Operations Manager.
- 7.8 Should the Training Director consider that a legitimate case has been made, the

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Operations Manager will, in addition to informing the other relevant parties, formally notify the party concerned in writing of the final decision taken by BESA Training.

- 7.9 The decision of the Training Director shall be final and binding, and there shall be no obligation to provide a written explanation for the decision taken.
- 7.10 Opportunities available to successful complainants may include the refunding of any unnecessary expenditure incurred as a result of a below-standard service level.
- 7.11 BESA Training will at all times strive to protect the anonymity of the complainant.
- 7.12 Copies of all documents pertaining to complaints should be retained by the centre for 3 years.

8 Persistent and vexatious correspondence (also in Complaints Policy)

- 8.1 BESA Training is committed to carrying out thorough, fair and impartial investigations of all complaints.
- 8.2 While BESA Training acknowledges that the majority of complainants communicate their grievances in a respectful, reasonable and constructive way, BESA Training also receives, on rare occasions, unduly persistent or vexatious correspondence.
- 8.3 If this occurs, the issue will be reported to a senior BESA Training manager, who will then discuss the situation with the individual or a representative of the centre concerned.
- 8.4 Following this discussion and the agreed action, if there is subsequently no change in the complainant's manner of communication, BESA Training reserves the right to cease correspondence. This decision may also impact on BESA Training centre or trainer registration status. In all instances, the regulatory authorities will be informed of the BESA Training's decision.

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