

Complaints Procedure Definition of formal complaint

A formal complaint is an expression of dissatisfaction concerning Bright Direction Training's product or service, when the complainant has drawn his or her concern to the attention of one of the company's employees and is not satisfied with the response.

Bright Direction Training takes all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention. It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a more loyal customer.

Making a formal complaint

If you are dissatisfied with the way your problem has been dealt with by a front-line member of staff, we encourage you to ask to speak to the manager for the section concerned. If the manager is unavailable, you should ask to speak to the Quality Manager. All formal complaints are dealt with by letter, fax or e-mail.

Please forward details of the complaint to the head office. You should include as much information as possible, including the nature of the problem, the date the problem occurred and details of whom you have spoken to at Bright Direction Training about the problem. You should also tell us what you think we should do to resolve your complaint. Please remember to provide full details of the address where you would like the response to be sent. Receipt of the complaint will be acknowledged on the same day that it is made by e-mail. Letters will be sent out first class on the day of receipt.

We undertake to treat the complaint confidentially and to investigate it impartially and thoroughly. A written report will be sent within 10 working days, although every effort will be made to respond in five working days. Details of the investigation and our proposed remedial action will be included within the response.

Details of all complaints will be kept on the complaint file and used to assist staff training and annual performance appraisals.

If you are still unhappy with the response you receive from the Quality Manager, you may request that the Quality Director reviews your complaint and the way in which it was dealt with. The Director will ensure that your complaint has been dealt with fairly in line with our policies and procedures.

You will receive a further written response from the Quality Director within 10 working days of your appeal being received, although our target is 5 days.

You also have the right to raise a complaint directly to the awarding body if the complainant is not satisfied with the outcome of the complaint raised with the Centre, details will be provided upon request for the contact details.

Reviewed by Jamie MacGregor: 03/04/2023

Reviewed by Kelly Perkin: 03/04/2024

Next Review April 2025