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# Compliments & Complaints

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## **Stakeholder Complaints and Compliments**

Being committed to providing high-quality apprenticeship programmes, and achieving the highest standards of conduct, is of vital importance to Firebrand Training. One of the ways in which our provision can be improved is by listening and responding to the views of our stakeholders. Therefore, it is important to ensure that:

- Making a compliment or complaint is as easy as possible
- A complaint is treated as a clear expression of dissatisfaction with Firebrand's service which calls for a full and prompt response, inclusive of assessment and examination appeals directly or indirectly attributed to Firebrand Training
- Any compliment or complaint is treated seriously - whether it is made in person, by telephone, by letter, by survey, or by email
- Responses are conducted in the right way: for example, with an explanation, an apology where necessary, or with information on any action to be taken
- Compliments and complaints are documented in the central log as and staff are recognised for high quality service and supported through any identified areas for development. As a business compliments and complaints are used to improve our overall service, stakeholder experience and training provision.
- All compliments and/or complaints received will be dealt with confidentially and in accordance with the requirements of the GDPR, subject to the need to disclose information as required by statutory authorities, and/or as a result of statutory or legal obligations.

### **Information for stakeholders:**

Stakeholders can make a compliment or complaint by email to [Quality@firebrandtraining.com](mailto:Quality@firebrandtraining.com), through the learner and employer survey [web-form](#), or through our online compliments and complaints form: [http://bit.ly/Feedback\\_Contact\\_Form](http://bit.ly/Feedback_Contact_Form)

### **Actions pertaining to the handling of compliments:**

Whereas we are always keen to establish where we can do better so as to improve the quality of our service, it is also essential to recognise where we are getting things right. Any compliment received is shared with the relevant Department Head and/or Staff Member. If the compliment is about an individual staff member they are then informed in writing by the Head of Quality and a copy of the compliment is stored in the Quality SharePoint.

The Head of Quality will thank the originator of the compliment(s) and explain how receipt of these can help us share good practice and improve services.

**Actions pertaining to the handling of complaints:**

We will take all complaints seriously and deal with them promptly. In the case of complaints then stakeholders will receive an acknowledgement within 5 working days and a full reply to the complaint within 10 working days from when a complaint is received. If it is not possible to give the stakeholder a full reply within this time (for instance, because a detailed investigation is required) Firebrand will give the stakeholder an interim response, explaining what is being done to deal with their complaint, and when they can expect a full reply and from whom.

The full reply will include the outcome and decision of the complaint, what action will be taken if necessary, and also will include details of who to contact next if the stakeholder should believe that their complaint has not been dealt with properly. This will normally be the Head of Apprenticeship Quality. If, following that second response, the stakeholder is still not satisfied, they can write to the Operations Director at:

**Firebrand Training**  
**27 Old Gloucester Street,**  
**London,**  
**WC1N 3AX**

Or via email. [KMakepeace@FirebrandTraining.com](mailto:KMakepeace@FirebrandTraining.com)

Where issues are escalated that cannot be resolved internally by Firebrand Training then the individual is advised to contact the National Apprenticeship Service -

**National Apprenticeship Helpdesk**  
[nationalhelpdesk@findapprenticeship.service.gov.uk](mailto:nationalhelpdesk@findapprenticeship.service.gov.uk)

**Telephone: 0800 015 0400**

**Further information can be found:**

<https://www.gov.uk/education/apprenticeships-traineeships-and-internships>

Or in the instance of a qualification based compliment or complaint these will be directed to the respective Awarding Organisation of which contact details can be requested by emailing [Quality@Firebrandtraining.com](mailto:Quality@Firebrandtraining.com)

Should a stakeholder remain dissatisfied with the outcome and/or handling of any complaints from Firebrand Training or the respective Awarding Organisation, these can be further escalated via the relevant qualification regulator.

## Annex 1: Complaint Process

