

Your fastest way to learn. Why wait?



# Stakeholder Complaints and Compliments

---

Firebrand

## Stakeholder Complaints and Compliments

Being committed to providing a 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
- 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 and staff are recognised for high quality service or any areas for development, as a business compliments and complaints are used to improve.

### 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 (linked to the Progression Review and pinned to the home page in OneFile) or by web-form. Our online compliments and complaints form is located through the following link: [https://www.surveymonkey.co.uk/r/Compliments\\_Complaints](https://www.surveymonkey.co.uk/r/Compliments_Complaints)

We will take all \*compliments or complaints seriously and deal with them promptly. In the case of complaints then stakeholders will receive a reply 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 investigate on is required) Firebrand will give the stakeholder an interim response, telling them 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**  
**308 Regent Street,**  
**London,**  
**W1B 3AT**

## Stakeholder Complaints and Compliments

Where issues 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>

\*In the case of compliments, these require no follow up but appreciation and acknowledgement is encouraged by those in receipt of the compliment.