

Complaints and Appeals Procedure

We aim to give you an excellent experience as an apprentice with BILD. We want to make sure that your apprenticeship goes smoothly, and that assessment of your progress is fair, consistent and based on valid judgements. All apprentices should feel that they can raise their concerns or complaints and they will be considered seriously by BILD.

We aim to deal with complaints and appeals at the earliest opportunity, politely and, where appropriate, confidentially. Wherever possible, we will aim to resolve any concerns without the need to raise a formal complaint.

A complaint is an expression of dissatisfaction from you about our services, or a process where you would like us to identify the cause of the problem and take action to remedy it.

An appeal will usually be about an assessment decision which you would like to be reconsidered.

If you are not satisfied with the way your apprenticeship is progressing or being conducted, you should firstly let your development coach know as soon as possible. If the issue is not resolved, you should complete a complaints form within 20 days of the issue arising and forward this to the Apprenticeship Contract Manager at BILD.

Stage 1

The BILD Apprenticeship Contract Manager and Chief Executive at BILD will appoint a Complaints Manager, who will set a date for your complaint to be considered. The date will be within 20 working days of the complaint being received.

If your complaint involves delivery or assessment of your qualification, the Apprenticeship Contract Manager will inform the City & Guilds External Quality Consultant that a complaint has been lodged, and keep them updated on its progress.

The Complaints Manager will consider your complaint, ensuring they have full accounts from everyone involved. You will be informed of the decision within 20 working days. If you are dissatisfied, you can request that your complaint is reconsidered.



Stage 2

If you have followed the process in Stage 1 and you still believe that BILD has not dealt appropriately with your complaint, you should contact the Education and Skills Funding Agency (ESFA). You can follow the link below. You must contact them within three months of receiving a decision from BILD:

<https://www.gov.uk/complainfurthereducationapprenticeship>

If your complaint is about the assessment of your qualification you may complain to City & Guilds at the Customer Relations address. BILD will have already advised City & Guilds about your complaint, and how they are dealing with it, so City & Guilds may well have received advice on this matter.

Learner Declaration

I confirm that I have received and understood how to use the Complaints/Appeals procedure.

Signed

Date
