



Complaint Procedure

INTRODUCTION

BIRD (British Institute of Resource Development) appreciates suggestion(s), comment(s) and complaints from learners, guardians and members of the community. Therefore, anyone can make a complaint verbally, in writing, by telephone or email. If the complaint is made verbally, the details will be written down onto the Complaints Form on complainant's behalf. It can also be made straight onto the form if complainant prefers. If someone needs help in making his/her complaint, s/he can ask the receptionist or her/his personal tutor and will get someone to help.

SCOPE OF THE PROCEDURE

The complaints procedure can be used by any student, parent, member of staff, visitor, or member of the community who is unhappy with BIRD service. Most complaints can be resolved at the first "informal" stage of the procedure. If your complaint cannot be resolved at the informal stage, there are up to three further 'formal' stages.

STAGE ONE

STAGE ONE of the procedure is informal. Many issues or problems can be resolved informally within teaching or corporate service areas through approaches to the member of staff involved. A complainant should first approach the member of staff who seems best able to deal with the matter immediately. S/he can either speak to them or put his/her complaint in writing. If someone is unsure who to complain to, s/he should ask the Receptionist for assistance.

The person the complainant spoke to will try to resolve the matters informally by investigating the complaint, and then contact him/her again, usually within five working days with best possible solution(s).

STAGE TWO

If the complainant is not satisfied with the outcome of the Stage One, s/he can take the complaint to **STAGE TWO**, the first 'formal' stage of the complaints procedure by filling in the complaint form kept in the reception and submitting it to the Student Welfare Officer.



The form will ask the complainant to provide his/her:

- name and address
- the date on which you are making the complaint
- a daytime telephone number
- details of the complaint

In addition, student(s) will provide:

- personal ID number
- date of birth
- the name(s) of their course

On receipt of a formal complaint, the Welfare Officer will take it up with the Office Manager, who will provide a response or solution to the Welfare Officer addressing the issue raised within 10 days as well as send a written response to complainant.

STAGE THREE

The complainant has the right to appeal against the formal Stage Two Decision in writing, within 15 working days of receiving the original response letter to the CEO, which is **STAGE THREE** of the procedure. Upon receipt of an appeal the CEO shall acknowledge the appeal within 2 working days. A formal response will be made within 15 working days that could in exceptional circumstances include a requirement for further investigation.

STAGE FOUR

If the complaint is not resolved at this stage, the CEO will provide the complainant with information on any further steps which may be taken in an attempt to gain satisfaction, which is **STAGE FOUR** of the procedure. The Director(s) of the Institute will be advised of the details of the complaint. Where appropriate, a complaint may be referred to an external body such as awarding organisation, accreditation agency, or police.