


Name of policy	Complaints Policy	Associated policies/resources	Appeals procedures, complaints tracker, Bristol City Council complaints and learner induction handbook
Policy Owner	Darren Perkins	Approved by Name and signature	Jane Taylor. Service Director, ESL 
Date effective from	09/08/2021	Review date	09/08/2022

Policy statement:

Bristol City Council is committed to providing high quality services. Feedback from Citizen’s is welcomed as a way of demonstrating that the Council is open to challenge, ready to respond and willing to improve. This policy should be used in conjunction with Bristol City Council Complaints, Compliments Policy and Procedures and our appeals procedure.

The purpose of the complaint’s procedure is to enable anyone interacting with Bristol City Council’s training service to raise their concerns with the service provided, we will ensure that we investigate to ensure that we resolve within a timely and fair manner.

This document sets out the policy, procedures and guidelines for dealing with feedback in relation to the training service offered. For statutory reasons, we advise complaints to come through the appropriate channels via our website, through this [link](#). Complaints related to training will come to the Apprenticeship Training Manager for consideration and we will keep a record of all complaints which we will review on an annual basis.

Complaints procedure

Bristol City Council is a BS1 10002 accredited organisation, 80% of our complaints are answered within 15 days. We have a process in place so faults raised through complaints lead to service improvements.

Non-statutory complaints procedure

Stage 1 Formal

- We’ll establish your feedback is a complaint and can be responded to through this procedure
- You should receive a response within 15 days

Stage 2

- If you’re not happy with our response, we’ll carry out a further investigation. You’ll get a response within 20 days

Appeal

If the outcome from stage 2 is not acceptable, the person making the complaint has the right to appeal and we will follow our appeals procedure.

Confidentially

All complaints made through our complaints link on our website, or through written communication will be treated seriously and handled in a sensitive manner, ensuring fairness and consideration for all parties involved and ensuring we adhere to GDPR legislation and our E&D policy.

Complaint records

As we encourage complaints to come through our online source, these will all be recorded centrally and records and auditable files will be kept for each complaint and the resolution.

All complaints will be investigated and internally reviewed to ensure continuous improvement and annually the Employment, Skills and Learning (ESL) management team will review the complaints made and determine plans to prevent the complaints and this might include changes to policies, updating SAR, staff training and development and changes to our processes.

Complaints link - <https://www.bristol.gov.uk/complaints-and-feedback/complaints-procedures>

Other policies/sources linked to complaints

- Appeals procedure
- Bristol Council Complaints, Comments and Compliments Policy and Procedures
- Learner induction handbook