



BASP UK LTD Complaints Form



BASP UK LTD Complaints Procedure 2013

Notification of Complaint

If a candidate wishes to report a complaint during the course, the Trainer shall provide the complainant with a 'Complaint Form', advising the complainant to complete and post or email the form to the BASP office. If the complaint is received at a later date the BASP office shall post or email the relevant form to the complainant and contact the Trainer to ask them to complete and return the 'Trainer Complaint Report Form'.

BASP will acknowledge the receipt of the 'Complaint Form' within 5 working days.

The Completed 'Trainer Complaint Report Form' will be sent to the Business Manager along with the course registration forms. If the complaint has been received at a later date, the Trainer should complete and send the relevant form to the Business Manager within 5 working days of notification of the complaint.

What we will do

Upon receipt of the complainants and/or course Trainer/Examiners form, the Business Manager will discuss the complaint with the Trainer/Examiner, and then consult with any other Trainer assisting on the course and/or the Chairman of the Training Committee. After deliberation and consensus has been reached by the Business Manager, notification of the action/decision will be conveyed to the complainant. This will be undertaken within 1 calendar month of receipt of the 'Complaint Form'.

The Business Manager will collate any relevant information, for example, Learner Logs, course evaluation form etc.; for deliberation with the IV and Chairman of the Training Committee. Should the Business Manager be unable to carry out the aforementioned, the Chairman of the Training Committee will take up the task.

If you do not agree with the outcome/decision please contact the Business Manager for further discussion

If the complainant is dissatisfied with the decision and wishes to continue with the complaint beyond the notification of decision or action, the matter will be placed on the agenda of the next Training Committee meeting for discussion by the Committee. Any decision or action of the Committee should be sent to the complainant within 5 working days of the meeting.

If the complainant is still dissatisfied with the results of the Training Committee decision they can then contact the Awarding Body – the SQA.

Contact Centre Manager,

BASP UK LTD.

+44(0)3302 000443

Or firstaid@basp.org.uk