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| Responsibility: | Director Quality & Compliance | Date doc. created: | February 2025 |
| Print name sign off: | Chris Garcia | Last review date of doc: | February 2025 |
| Signature: | Chris Garcia | Next review date: | March 2026 |

Owner and version control

Feedback Policy

Introduction

At Best Practice Network, we value all feedback as an opportunity to learn, grow, and enhance the services we provide. Whether it's a suggestion, a comment, or a concern, your feedback helps us ensure we're delivering the best possible experience for everyone we work with.

Our Commitment

We are committed to:

- Listening to your feedback with an open mind and a positive attitude.
- Responding promptly, politely, and with respect.
- Using your feedback to improve our services, processes, and interactions.

How to Share Your Feedback

You can share your feedback in a way that's most convenient for you:

1. **By Email:** Send your feedback to feedback@bestpracticenetwork.co.uk
2. **By Phone:** Call us on [0117 920 9200](tel:01179209200)
3. **In Person:** Speak with a member of our team during your visit.
4. **By Post:** Write to Chris Garcia, Director of Quality & Compliance, Best Practice Network, Newminster House, 27-29 Baldwin Street, Bristol, BS1 1LT.

What Happens Next

When you share feedback with us, we will:

1. Acknowledge your feedback within 48 hours of receipt.
2. Investigate the matter thoroughly, if required.
3. Keep you informed throughout the process.
4. Provide a clear and fair resolution within 20 working days wherever possible. If more time is needed, we will inform you of the delay and provide a revised timeline.

An Opportunity for Growth

We view feedback as an opportunity to better understand your needs and expectations. Whether you're sharing positive experiences or highlighting areas for improvement, your input is invaluable to us.

Continuous Improvement

We are committed to learning from your feedback to:

- Celebrate successes and share best practices across our team.
- Identify and address any areas where we can improve.
- Ensure your voice helps shape the future of our services.

Further Escalation

If you feel your feedback has not been adequately addressed, you may escalate the matter to our Programme Director or Managing Director by writing to Best Practice Network, Newminster House, 27-29 Baldwin Street, Bristol, BS1 1LT.

External agencies or awarding organisations, such as Highfield Qualifications or NCFE, can also provide support if internal processes do not resolve your concern. Contact details for these organisations are available on their respective websites or can be provided upon request.

Awarding Organisations and Support Services

Highfield Qualifications

[www.https://www.highfieldqualifications.com](https://www.highfieldqualifications.com)

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

Ncfe

<https://ncfe.org.uk/customer-and-learner-support/contact-us/>

Alternatively, please speak to the Ncfe on 0191 239 8000.

NQUAL – End Point Assessment

<https://www.nqual.co.uk/contact-us>

Department for Education / Education and Skills Funding Agency (ESFA)

https://form.education.gov.uk/service/Contact_the_Department_for_Education

www.gov.uk/government/organisations/education-and-skills-funding-agency

Ofsted

www.ofsted.gov.uk

Ofqual

complaints@ofqual.gov.uk