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Owner and version control

Feedback and Complaints Policy

Introduction

At Best Practice Network, we value all feedback as an opportunity to learn, grow, and enhance the services we provide. Whether it is a suggestion, compliment, or concern, your feedback helps us ensure we are delivering the highest possible standard of service.

This policy also sets out how we manage complaints, ensuring that concerns are handled fairly, consistently, and in a timely manner.

Definitions

Feedback includes compliments, suggestions, and general comments about our services.

Complaints refer to expressions of dissatisfaction that require investigation and a formal response.

All complaints will be managed in line with this policy.

Our Commitment

We are committed to:

- Considering all feedback and complaints objectively and constructively.
- Responding promptly, politely, and with respect.
- Handling complaints fairly, consistently, and without bias.
- Using feedback and complaints to improve our services, processes, and interactions.
- Ensuring feedback contributes to organisational learning and continuous improvement.

Feedback and complaint trends are reviewed regularly by the Quality & Compliance team and reported through governance structures to inform service improvements.

How to Share Your Feedback or Complaint

You can share your feedback or complaint in a way that is most convenient for you:

- **Email:** feedback@bestpracticenet.co.uk
- **Phone:** 0117 920 9200
- **In Person:** Speak with a member of our team
- **Post:**
Chris Garcia
Director of Quality & Compliance
Best Practice Network
Newminster House
27–29 Baldwin Street
Bristol
BS1 1LT

You may provide feedback or complaints anonymously; however, this may limit our ability to respond or investigate fully.

Feedback and complaints can also be provided in alternative formats upon request. We are committed to ensuring our processes are accessible and inclusive.

What Happens Next

When you share feedback or make a complaint, we will:

- Acknowledge receipt within **2 working days**.
- Record and review your feedback or complaint appropriately.
- Investigate the matter thoroughly where required.
- Keep you informed throughout the process.
- Provide a clear and fair outcome within **20 working days**.

If additional time is required, we will inform you of the reason for the delay and provide a revised timescale.

All feedback and complaints are recorded and monitored to identify trends, risks, and opportunities for improvement.

Confidentiality and Data Protection

All feedback and complaints will be handled in accordance with our Data Protection Policy and relevant legislation. Personal data will only be used for the purpose of addressing feedback or

complaints and improving services.

Information may be shared with relevant internal teams or external bodies where necessary to investigate a complaint. Feedback and complaints may be anonymised for reporting, monitoring, and quality improvement purposes.

Continuous Improvement

We are committed to learning from feedback and complaints to:

- Celebrate success and share best practice across teams.
- Identify areas for improvement and implement changes.
- Ensure stakeholder views inform the development of our services.

Outcomes from feedback and complaints are shared with relevant teams to support ongoing improvement.

Escalation

If you are dissatisfied with the outcome, you may request escalation to the Programme Director or Managing Director by writing to Best Practice Network, Newminster House, 27–29 Baldwin Street, Bristol, BS1 1LT.

Requests for escalation should be made within **10 working days** of receiving the outcome.

External Escalation and Support

If your concern is not resolved through our internal processes, you may contact the relevant external organisation or awarding body.

Awarding Organisations and Support Services

Highfield Qualifications

<https://www.highfieldqualifications.com>

Tel: 01302 363277

NCFE

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

Tel: 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

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

Ofsted

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

Ofqual

Email: complaints@ofqual.gov.uk

Review Arrangements

This policy will be reviewed annually or earlier in response to regulatory, organisational, or operational changes.

Additional Considerations

Best Practice Network reserves the right to manage persistent, unreasonable, or vexatious complaints or feedback in line with organisational procedures.