



BIG CREATIVE
EDUCATION
APPRENTICESHIPS
TRAINING
ACADEMY

BIG CREATIVE TRAINING
UPLANDS HOUSE
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BCT Complaints and Appeals Policy

Stage one - informal resolution of concerns

It is recognised that learners will, from time to time, have normal and legitimate concerns about their progress, achievement or welfare, or other concerns about BCT. You are encouraged to make those concerns known to staff so that they can be addressed.

Additionally it is recognised that parents and carers will, from time to time, have normal and legitimate concerns about the progress, achievement or welfare of their son or daughter or the child in their care, or other concerns about BCT. You are encouraged to make those concerns known to staff so that they can be addressed.

Complaints can also be made regarding assessment decisions, and outcomes for access arrangements and special considerations.

The sooner concerns are raised the easier it is for an appropriate resolution to be found. A concern may be raised with any member of staff - this would normally be your child's tutor or support tutor in the first instance.

That person will try and resolve the matter or will refer you to the appropriate person if they are not able to help.

Stage two – formal complaint

If the matter cannot be resolved informally or in the event that you are not satisfied after stage 1, you may make a formal complaint by emailing bctcomplaints@bigcreative.education

A complaint may only be raised by the parent or carer of a current or former learner of Big Creative Training, or by the young person themselves.

A formal complaint should be in writing and give as much detail as possible. In most instances, there will be an investigation in order to understand the circumstances surrounding the complaint.

That investigation will be undertaken by a BCT manager and you will normally receive a written response within 10 college days following receipt of the complaint. If the investigating officer feels that it is necessary, within reason, to ask for additional time, you will be informed.



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Stage three - appeal

If you are dissatisfied with the way in which your complaint has been handled, you may take your complaint to the next stage of the procedure.

Ground for appeal include (including but not limited to):

- **Procedural errors:** BCT did not follow the correct procedure
- **New evidence:** New evidence that could not have been known before the decision was made
- **Inadequate representation:** The complainant's views were not represented properly by BCT
- **Unreasonable verdict:** The verdict was unreasonable or inconsistent

You should put your appeal in writing to the Director of Operations ben.jolly@bigcreative.education detailing why you are dissatisfied with the stage 2 investigation.

You will normally receive a written response within 10 college days following receipt of the complaint. If the DOO feels that it is necessary, within reason, to ask for additional time, you will be informed.

The decision of the DOO is final and at this stage you will have come to the end of the BCT internal complaints procedure.

Records are kept at each stage of the complaints and appeals process, and will be retained for a minimum of three years.

Stage four – awarding or funding body complaint

If you are still unhappy with the outcome you may complain to the ESFA who fund BCT. Please follow this link for more information on their complaints procedure.

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#complain-about-a-post-16-training-provider-college-or-employer-we-fund>

For complaints relating to assessment, if our internal process has not resolved your concerns, you can escalate to the relevant awarding organisation according to their published guidance.

Date Updated	To Review	Responsibility
July 2026	July 2027	BJ