



baseGreen

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COMPLAINTS POLICY & PROCEDURE



baseGreen



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POL13-COMP - Complaints Policy and Procedure

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POL13-COMP - Complaints Policy and Procedure

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1. Index

Section No.	Description	Page No.
1.	Index	3
2.	Scope and Application	3
3.	Responsibilities	4
4.	Introduction	5
5.	Aims of the policy	5
6.	Preamble	6
7.	Responsibilities	6
8.	Formal Complaints Procedure	7

2. Scope and Application

This procedure applies to all Company personnel and facilities

Failure to comply with the requirements of this procedure may result in investigation and subsequent formal action in line with the Company's Capability and Disciplinary procedures.



3. Responsibilities

3.1	CEO	Has overall responsibility for setting and directing: quality, environmental, safety and health, business continuity and information security policy and for ensuring the appropriate resources are available. Is responsible for setting Company objectives and allocating adequate resources to meet those objectives.
Directors		Are responsible for ensuring that all SMS requirements are established, implemented, maintained and continually improved in accordance with the standards to which the Company subscribes and the legislation relative to the Company's operations. Is responsible for ensuring that policies, procedures and associated documentation together with the required systems and associated training are developed and cascaded to individual teams. Are responsible for reviewing, issuing and amending all SMS documentation and for providing information and training at all levels of the Company. Are responsible for assessing compliance with this procedure during all internal audits.
Document Owners		Are responsible for all SMS documentation relevant to their department or area of work.
Document Authors		Are responsible for ensuring that they follow the style guide and process defined within the procedure when producing new or revising existing, SMS documentation.
All Team Members		Are responsible for ensuring they understand Company policy and procedures and follow the processes at all times.



4. Introduction

Basegreen Academy Ltd is committed to providing a quality service for its learners and stakeholders and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our learners, customers, and stakeholders, and by responding positively to complaints, and by putting mistakes right.

5. Our Aims

We aim to ensure that:

- Making a complaint is as easy as possible.
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response. We deal with it promptly, politely and, when appropriate, confidentially.
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc. We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that some concerns will be raised informally and dealt with quickly.

Our aims are to:

- Resolve informal concerns quickly; keep matters low-key.
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

6. PREAMBLE

Definition: Basegreen Academy Ltd defines a complaint as 'any expression of dissatisfaction (with Basegreen Academy Ltd, with a member of staff, or with any area of the services provided that relates to Basegreen Academy Ltd and that requires a formal response'.

Purpose: The formal complaints procedure is intended to ensure that all complaints are managed fairly, consistently, and wherever possible resolved to the complainant's satisfaction.



7. Responsibilities

Basegreen Academy Ltd's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period.
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Basegreen Academy Ltd's attention normally within 8 weeks of the issue arising.
- raise concerns promptly and directly with a member of staff in Basegreen Academy Ltd.
- explain the problem as clearly and as fully as possible, including any action taken to date.
- allow Basegreen Academy Ltd a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond Basegreen Academy Ltd's control.

Responsibility for Action: All Staff and Directors of Basegreen Academy Ltd.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Basegreen Academy Ltd maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: The Head of Centre for Basegreen Academy Ltd will receive annually an anonymized report of complaints made and their resolution and complaints will be dealt with in accordance with Basegreen Academy Ltd's Privacy Policy.



8. Formal Complaints Procedure

Stage 1:

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. You can expect your complaint to be acknowledged within four working days of receipt. You should get a response and an explanation within fifteen working days. Our contact details can be found on the contact us section of the Basegreen Academy website.

Stage 2:

If you are not satisfied with the initial response to the complaint then you can write to Basegreen Academy Ltd's Head of Centre/ Responsible Person and ask for your complaint and the response to be reviewed. You can expect the Head of Centre to acknowledge your request within four working days of receipt and a response within fifteen working days.

Basegreen Academy Ltd's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage:

If you are not satisfied with a subsequent reply from Basegreen Academy Ltd's Head of Centre, then you have the option of writing to one of the Directors, stating the reason you are dissatisfied with the outcome.

Our contact details can be found on the contact us part of the Basegreen Academy's website. You must do this within 10 days of receiving the written response from Basegreen Academy's Head of Centre. The Basegreen Academy Director (or their nominee) will respond normally within ten working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

If your complaint is educationally related, then this can be escalated to the awarding body or external partner at this stage.



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