



# Blackburne House Education Complaints and Compliments Policy and Procedure

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# **Blackburne House Education Complaints and Compliments Policy and Procedure**

## **1.0 Policy Statement**

Blackburne House Education (BHE) is committed to providing high-quality services across all areas of our education delivery. We recognise that from time to time, individuals may wish to share positive feedback, raise concerns or make a complaint.

We welcome all feedback, including complaints, as an opportunity to learn, improve, and strengthen trust in our organisation.

BHE welcomes the opportunity to celebrate compliments from learners and share them internally and externally.

BHE welcomes the chance to investigate circumstances where a learner feels standards have failed to meet expectations. This policy ensures that complaints are handled fairly, consistently, transparently, and in accordance with relevant legislation.

## **2.0 Scope**

This policy will not discriminate either directly or indirectly against any individual on the grounds of protected or personal characteristics. The complaints and compliments policy and procedure is for all people served by BHE and applies to:

- students
- employers
- other stakeholders (such as parents, contractors, prospective students, and members of the public).

Separate processes exist for:

- Student learning or curriculum complaints – see the Student Handbook
- Safeguarding concerns – see the Safeguarding Policy

## **3.0 Principles**

Blackburne House Education will:

- Treat all complaints seriously and with respect.
- Ensure complaints are handled promptly and confidentially.

- Protect complainants from victimisation or disadvantage.
- Learn from complaints to improve services and experiences
- Distinguish between constructive complaints and malicious or vexatious ones.

#### 4.0 Compliments Process

Blackburne House Education recognise that most compliments will be given informally from learner to tutor or manager. Where possible the member of staff must record the compliment and share it with the Quality Manager.

A learner is also able to submit a compliment formally via the learner surveys or by emailing [learnervoice@blackburnehouse.co.uk](mailto:learnervoice@blackburnehouse.co.uk)

#### 5.0 Complaints Process

The following outlines the stages involved when raising a complaint. We encourage concerns to be raised as soon as possible so they can be resolved informally wherever appropriate.

Please note that any compliments or complaints relating to Blackburne House Nursery are to be submitted to [nursery@blackburnehouse.co.uk](mailto:nursery@blackburnehouse.co.uk)

##### 5.1 Stage 1: Informal Resolution

Blackburne House would expect most minor complaints to be dealt with informally with the manager or staff member concerned. We aim to resolve the issue quickly and informally within 5 working days of the issue being raised.

##### 5.2 Stage 2: Formal Complaint

For a complaint to be considered formal it must be raised in writing. This may take the form of a letter or email. Where this is not possible, Blackburne House will accept a complaint over a pre-arranged telephone call. In submitting the complaint, Blackburne House requires you to provide your name, telephone number, email address and an explanation of the complaint.

Formal complaints are to be sent **by email** or **in writing** to:

- [learnervoice@blackburnehouse.co.uk](mailto:learnervoice@blackburnehouse.co.uk)
- Blackburne House, Blackburne Place, Liverpool L8 7PE
- By Telephone: 0151 709 4356, ext.: 6001 / 6012

A learner under the age of 18 may wish a third party to handle the complaint. This can be a relative, friend or nominee.

As an adult, over 18, Blackburne House expects the complaint to be submitted by person. However the right to nominate a third-party representative is accepted and this must be made in writing stating the name of the representative, and whom they are acting on behalf of.

Blackburne House will acknowledge the complaint within 5 working days and the designated manager will investigate and respond within 15 working days. If more time is needed, the complainant will be informed of the reason and expected response date. The response will include findings, actions taken, and how to appeal if dissatisfied.

### **5.3 Stage 3: Appeal**

If the complainant remains dissatisfied, they may request an appeal in writing within **10 working days** of receiving the Stage 2 response. The appeal will be reviewed by a senior member of the Executive Leadership Team not previously involved. A final written response will be provided within **20 working days**.

### **5.4 Stage 4: External Review**

If all internal stages have been exhausted, and the complainant remains dissatisfied, they may contact, **Liverpool City Region Combined Authority**, for independent review or advice. The Combined Authority only accept complaints in writing, by email or letter, except where we are required to make reasonable adjustments. Complaints should be emailed to [aeb@liverpoolcityregion-ca.gov.uk](mailto:aeb@liverpoolcityregion-ca.gov.uk) or posted to Liverpool City Region Combined Authority Adult Education Budget Commissioning Team, No 1 Mann Island, Liverpool L3 1BP.

### **6.0 Malicious or Vexatious Complaints**

Blackburne House Education recognise that genuine complaints are an important part of continuous improvement. However, where a complaint is found to be deliberately false, malicious, or repetitive with no new evidence, Blackburne House Education reserve the right to restrict contact or take further action.

## **7.0 Monitoring and Reporting**

All written compliments and complaints are recorded and reported to the Blackburne House Education and Early Years Committee, which monitors trends, frequency, and themes to ensure service quality and continuous improvement.

Blackburne House Group acknowledges the introduction of the Data (Use and Access) Act 2025, which enhances individuals' rights in relation to personal data and introduces new provisions around complaints handling.

While formal guidance from the Information Commissioner's Office (ICO) is still awaited, BHG remains committed to aligning its complaints procedures with the principles of the DUAA. This includes:

- Recognising individuals' right to raise concerns about the handling of their personal data;
- Ensuring complaints are acknowledged and responded to in a timely and transparent manner;
- Reviewing and updating internal processes as further regulatory guidance becomes available.

This approach applies across all areas of BHG's operations, including Education, Wellness, Nursery, Conference & Events, Bistro, and Clatterbridge Cafés. Once ICO guidance is published, BHG will review and revise its Complaints Policy accordingly to ensure full compliance.

## **8.0 Contact Details**

Address: Blackburne House Education, Blackburne Place, Liverpool, L8 7PE

Email: [learnervoice@blackburnehouse.co.uk](mailto:learnervoice@blackburnehouse.co.uk)

Tel: 0151 709 4356 ext.: 6001 / 6012