



BIG CREATIVE
EDUCATION
APPRENTICESHIPS
TRAINING
ACADEMY

BIG CREATIVE TRAINING
UPLANDS HOUSE
UPLANDS BUSINESS PARK C
LONDON E17 5QJ
TELEPHONE: 020 3873 5800
WWW.BIGCREATIVE.EDUCATION



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. This policy can be applied to outcomes for access arrangements and special considerations also. 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.

Almost invariably, the sooner such 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.

Please note that the appeals procedure will be processed internally before escalating to the awarding organisation, as appropriate.

Appeals are recorded through meeting minutes at each stage of the process, and will be retained for a minimum of three years, following closure.

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

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

Stage two – formal complaint

If the matter cannot be resolved informally or in the event that you are not satisfied, you may make a formal complaint to the director of operations (DOO) ben.jolly@bigcreative.education

If the complaint concerns the DOO then the complaint may be made to the MD alexis.michaelides@bigcreative.education

The Managing Director and Director of Operations are responsible for managing appeals.



BIG CREATIVE
EDUCATION
APPRENTICESHIPS
TRAINING
ACADEMY

BIG CREATIVE TRAINING
UPLANDS HOUSE
UPLANDS BUSINESS PARK C
LONDON E17 5QJ
TELEPHONE: 020 3873 5800
WWW.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 sent to the DOO on the email address above, giving as much detail as possible. In most instances, there will be an investigation in order to understand the circumstances surrounding the complaint. If for any reason you are finding it difficult to email your complaint you may telephone the DOO on 07834 182 380.

That investigation will be undertaken by the DOO and you will normally receive a written response within 5 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.

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.

You should put your complaint in writing to the MD on the email address above detailing why you are dissatisfied with the first investigation.

You will normally receive a written response within 5 college days following receipt of the complaint. If the MD feels that it is necessary, within reason, to ask for additional time, you will be informed.

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

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>

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

Alternatively, you can escalate complaints to the awarding organisation according to their published guidance, if the internal process has not served the complainant.

Date Updated	To Review	Responsibility
July 2025	Jul 2027	BJ



BIG CREATIVE
EDUCATION
APPRENTICESHIPS
TRAINING
ACADEMY

BIG CREATIVE TRAINING
UPLANDS HOUSE
UPLANDS BUSINESS PARK C
LONDON E17 5QJ
TELEPHONE: 020 3873 5800
WWW.BIGCREATIVE.EDUCATION

