



Complaints Procedure Learners & Employers

Introduction

BloR is a skills training company which provides a service for a range of hairdressing qualifications. This service also includes information, advice and guidance and practical support towards sustainable employment. We operate within the standards/regulations set by Ofsted and the awarding body. All our company policies and procedures comply with current government legislation.

If you have a complaint about our service

Stage 1

If you are unhappy with any aspect of the service, you have received you should begin by discussing your concerns with the person concerned or an appropriate member of our staff. This will provide an opportunity to see if your concerns can be resolved quickly, simply and informally.

Stage 2

If you feel that your concerns still cannot be resolved, then please ask to speak to the Manager. The Manager will attempt to resolve your complaint and they will give you a response within five working days. If you are not happy with this response, you can move to Stage 3.

Stage 3

You can make a complaint by completing one of our Complaint Forms or alternatively by email or in a letter. Impartial and confidential assistance will be provided to complete the necessary paperwork and support all customers. You can obtain a form from the Manager or by calling [0161 232 7870](tel:01612327870) or [0871 288 2108](tel:08712882108).

Any of the above methods should be addressed directly to:

Chetna Vaghjiani

Complaints


BloR.

Suite 7, First Floor,

Parkway 2, Princess Road,

Manchester M14 7LU

Chetna.Vaghjiani@ior.org



BloR's Quality Assurance Manager will respond within five working days. If you are not happy with this response, you can move on to stage 4.

Stage 4

If you are still not happy with the way your complaint has been dealt with, you can make a complaint directly to the ESFA or the Prime Provider if you are funded by a college. We will provide you with the details of the appropriate person to contact.

We aim to make sure that everyone on our programmes has a positive experience that helps them move into sustainable employment.

Should you have a complaint, we are committed to taking your complaint seriously and will attempt to resolve it as quickly as possible.

You do not have to provide your name when making a complaint, but you must be aware that this means that although we will take note of your concerns and act accordingly, we will be unable to resolve these issues with you directly.

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