

BVNA Compliments and Complaints Procedure

This document offers guidance on the procedure to follow if you wish to compliment or complain about a course or services provided by The British Veterinary Nursing Association. It tells you who to contact and the procedures that the association follow in the event of any complaint.

Should I make my views known?

As part a quality assurance processes, the BVNA are keen to ensure that the courses, information, services and facilities which it provides meet the needs of candidates and BVNA members. We welcome suggestions and comments about how things can be improved and offer an opportunity to review training provision and CPD upon completion.

How can I make my views known?

If you wish to make any informal comments, compliments or provide some feedback about any aspect of the BVNA, Please contact the BVNA office:

- By telephone (01279 408 644),
- By E mail bvna@bvna.co.uk
- By letter

BVNA
79 Greenway Business Centre
Harlow
Essex
CM19 5QE

What if I want to make a formal complaint?

Whilst we always welcome comments and suggestions about how things might be improved, we also recognise that candidates have a right to complain if they feel that something is wrong.

If you wish to make a formal comment it should be submitted in writing and signed by the complainant. It should be sent for the attention of the Association Manager.

Angela Mariconda
BVNA
79 Greenway Business Centre,
Harlow,
Essex CM19 5QE

A confidential file is maintained for any formal complaints for Quality Assurance purposes. This allows internal committees and external bodies to monitor the handling of complaints and to record the outcomes. External bodies may highlight anonymously any major issues for the BVNA.

What happens if I complain?

Any formal complaint will be recorded and you should receive an acknowledgement of your complaint within five working days.

You may be required to provide further information in person or in writing to support your complaint. Regardless of the outcome you can expect a written response and explanation.

A complaint and compliment log is monitored to identify strengths and shortcomings in our services to delegates. Relevant internal committees receive reports on compliments and complaints at each meeting council meeting, and may require additional action to be taken, especially if any particular trends are identified.

What if I am dissatisfied with the result?

If you feel that the complaint has not been handled properly or the decision is unreasonable or unfair, you may ask for this to be looked at by the BNVA council officers. This process can take longer as the complaint details will need to be shared with each council officer and a joint decision made. You can expect a written response within 8 weeks of the complaint progressing to this stage.

You are also entitled to contact the awarding body LANTRA regarding any courses accredited with them. They can be contacted at:

Lantra Head Office
Lantra House
Stoneleigh Park
Nr Coventry
Warwickshire CV8 2LG

Tel: 02476 696996
Email: reception@lantra.co.uk

LANTRAs compliments and complaints procedure may be used instructors, assessors, candidates or any individual that has a concern with regard to the services provided by Lantra. Please click the link below to access the document.

Where a complaint has been upheld at any stage of investigation, appropriate reasonable remedial action will be offered to the complainant and the relevant committees will take appropriate actions to reduce the likelihood of a similar complaint re-occurring. These actions will be documented in the complaints log.