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**PERSON/S RESPONSIBLE:**

- ✓ SLT
- ✓ Monitoring Board

## COMPLAINTS POLICY & PROCEDURE

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## 1 INTRODUCTION

- 1.1 Any member of staff receiving either a written or verbal complaint from a learner/customer/supplier must follow the process set out in this procedure.

## 2. PURPOSE

- 2.1 The purpose of this procedure is to ensure that all complaints are recorded and investigated, and that corrective and preventative action is taken. Records must be kept of the appropriate actions taken and a review undertaken to monitor and identify common or recurring trends.

## 3. PROCEDURE

- 3.1 Definition: A complaint is defined as an expression of dissatisfaction either verbal or written, notified to a member of staff from an internal or external source. This will include significant adverse comments recorded as a result of evaluation/surveys.

**Responsibility:** Directors are responsible for the effective control and investigation of all complaints.

It is the responsibility of the staff to record all complaints for the prompt implementation of the investigation process.

The appropriate manager will be responsible for:

- a) Investigating the cause
- b) Checking the adequacy of any action already taken
- c) Ensuring the problem is promptly and properly dealt with
- d) Initiating any long-term corrective action and prevent reoccurrence

Every member of staff is responsible for operating this procedure. If it comes to light that a member of staff has failed to report the receipt of a complaint either verbal or written in accordance with this procedure, the details will be noted and discussed with the relevant manager and then be brought to the attention of the directors.

## 4 RECEIPT OF COMPLAINT

- 4.1 Written complaints: Forward to relevant manager no later than 2 days of receipt. Any forwarded outside the 2-day limit must have a written explanation attached to explain the delay.

Verbal complaints: The following information must be passed to the relevant manager within 2 working days of receipt of the complaint detailing: -

- ✓ Date received
- ✓ Name and address of complainant
- ✓ Brief description of the nature of the complaint

Name of the person receiving complaint

## 5 PROCESSING A COMPLAINT

5.1 The manager will on receipt of a complaint

- Record the complaint on the complaints form
- Decide who should respond to the complaint and action
- Send, when appropriate, an acknowledgement letter within 48 hours of receipt of the complaint
- Take appropriate action within an acceptable timescale (this will normally be 10 working days)

5.2 Return any copies of letters, reports of any visits undertaken, or narrative of telephone conversations had. If a written response is not required, this needs to be agreed with the relevant member of staff. A visit may be required if a written response is not to be sent and a copy of the outcome of the visit should be attached to the form.

- ✓ Note return in the complaints file accordingly
- ✓ Review action taken within the stated timescale
- ✓ Monitor complaints received for trends and repeat complaints

**In conjunction with the staff, managers will:**

- ✓ Review, evaluate and monitor the complaints on a regular basis
- ✓ Prepare a summary of complaints received
- ✓ Issue a summary of complaints to the quality team quarterly

## 6 APPEALS

6.1 In the event of the complainant expressing dissatisfaction with the response received, the manager will refer them to a company director for further investigation. The director will then take appropriate action within an acceptable timescale (this will normally be 10 working days).

## 7 INDEPENDENT ARBITRATION

7.1 In the event of a complainant being a learner or employer and expressing dissatisfaction with the response received, the director will refer the complaint to the relevant regulating authority. In the case of Primary Goal Ltd, the Education & Skills Funding Agency (ESFA) or the Office for Standards in Education (Ofsted)

**Education & Skills Funding Agency (ESFA)**

Complaints Team  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2SW  
Complaints.ESFA@education.gov.uk

**Office for Standards in Education (Ofsted)**

Follow the link below to complete an Ofsted online complaint review form  
<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>

Associated Documents: Complaints form, Complaints file (Appendix A)

**Complaints Form**

Name of complainant:
Date of incident:
Nature of complaint:
Conclusions & actions agreed:

Signature: (Complainant)	Date:
Signature: (Staff member/manager)	Date:
Signature: (Manager)	Date: