

Centrepoint Policy and Procedure Manual

SE20 - Complaints and appeals policy

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What laws or legislation impact on this policy	<ul style="list-style-type: none"> General Data Protection Regulation (GDPR) Freedom of Information Act 2000
Next review date due:	July 2022

1. Policy statement

- 1.1 Centrepoint Works strives for high standards in service delivery and welcomes feedback on all aspects of our services from anyone who works with us. Such feedback is invaluable in helping us to evaluate and continually improve our customer service.
- 1.2 The objectives of the Centrepoint Works Compliments and Complaints Policy are to:
- Ensure everyone knows how to provide feedback and how a complaint will be handled.
 - Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames.
 - Provide individuals with a fair and effective way to comment on our services.
 - Ensure that compliments and complaints are monitored and used to improve our services.
- 1.3 Centrepoint Works will ensure that we:
- Listen carefully to complaints and treat complaints as confidential, where possible.
 - Record, store and manage all complaints accurately and in accordance with the General Data Protection Regulation (GDPR) Investigate the complaint fully, objectively and within the stated time frame.
 - Notify the complainant of the results of the investigation and any right of appeal.
 - Inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence.
 - Report, on a quarterly basis, the number of compliments and complaints received, the outcomes of investigations and any actions taken.

2. Definition of a Complaint

2.1 A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel Centrepont Works has:

- Failed to provide a service or an acceptable standard of service.
- Delayed in providing a service.
- Made a mistake in the way it has provided a service.
- Failed to act in a proper way.
- Provided an unfair service.

3. Compliments, Complaints and Appeals Procedure

3.1 Compliments

Any verbal or written compliments will be recorded by the member of staff receiving the compliment and will be passed to the appropriate manager for recording on the Compliments Register. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified within three working days. Feedback on compliments will be shared with employees at appropriate timings.

3.2 Complaints

There are 3 stages to the complaints procedure:

- Stage One – Complaint
- Stage Two – Appeal
- Stage Three – Independent Review

3.3 Stage One

Centrepont Works aims to settle the majority of complaints quickly and satisfactorily by the member of staff or the relevant manager who provides the service. The complaint may be resolved quickly by way of an apology, by providing the service required or by providing an acceptable explanation to the individual.

Individuals wishing to make a complaint should discuss the complaint with the person who provided the service, or their manager, within 7 working days of the issue arising.

Individuals will be advised that, if they are not satisfied with the response to their complaint, they may appeal within 7 working days and progress to Stage Two.

3.4 Stage Two

The complainant should appeal, in writing, to Centrepont Works Head of Operations within 21 days of the original event or issue arising.

At this stage, a formal complaint will be raised and recorded.

Centrepont Works Head of Operations will consider the matter and will discuss with the appropriate member of staff and/or individual.

Centrepont Works Head of Operations will communicate their decision, in writing, to all interested parties within 21 working days of receiving the stage 2 complaint.

The complainant will receive written confirmation of the outcome of any investigation and any recommendations/remedies made, such as, staff development and training, reviewing of policies or appropriate improvement to Centrepont Works services.

Occasionally, investigations may take longer, particularly if the complaint is complex.

Should this be the case, a holding letter will be sent after 21 working days and a final date given for a conclusion being reached.

If an individual remains dissatisfied with the outcome from Stage Two, they can request an Independent Review within 14 working days of the date of the outcome and progress to Stage Three.

3.5 Stage Three

Centrepont Works Director of People, Skills and Employability will review the stage two investigations and recommend one of the following actions, within 21 working days:

- Uphold the recommendations and action taken at stage two.
- Make changes to the stage two recommendations/actions.

4. Anonymous Compliments and Complaints

- 4.1 Compliments and complaints received anonymously will be recorded and considered, but action may be limited if further information cannot be obtained to ensure a full and fair investigation.

5. Data Protection

- 5.1 To process a complaint, Centrepont Works will need to hold personal data about the complainant. Centrepont Works will hold this data securely and only use it to help address the complaint. The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties.
- 5.2 Under the Freedom of Information Act 2000, individuals have a right to obtain a copy of their personal data. However, there are exceptions to this right. Centrepont Works will normally destroy its compliments and complaints files in a secure manner 3 years after the compliment has been made or the complaint closed.

6 Appeals Procedure

- 6.1 We aim to establish excellent working relationships with our learners. However, should any potential disagreements over assessment procedures or decisions occur our Fair Assessment Policy will be implemented, this includes:
- If a learner feels their learning needs have not been met
 - If a learner feels they have been discriminated against
 - If a learner has been advised they are not yet ready for assessment
 - If a learner disagrees with an assessment decision
 - If the learner is not satisfied with any aspect of the programme they are completing or the marking/assessment process, they have the right to appeal.

- Stage 1 – The learner should express their concerns directly to the Skills Coach so that an informal solution can be found
- Stage 2 - If an agreement cannot be reached, you can arrange to discuss the issue with Centrepoint’s Skills Quality Co-ordinator, Louise Barker, on 0191 5109762
- Stage 3 - If an agreement cannot be reached at this stage, you should contact the Senior Manager Skills Quality & Compliance, Phillippa Charlton Stewart, on 0191 5109762 in order to reach an agreement
- Stage 4 - If you are still not happy with the response to the complaint you may contact the Awarding Organisation in order for them to investigate your complaint
- Stage 5 – If you have exhausted all of the above options and still feel as though the complaint has not been suitably addressed, you can contact the ESFA at www.gov.uk and search for ESFA complaints procedure, and ask them to investigate your complaint further.

You will also be informed of the Awarding Organisation Appeals Procedure and the contact for the qualification. It is Centrepoint Works’ aim to ensure that all queries and complaints are dealt with quickly and effectively. All issues will be dealt with in the strictest of confidence.

7 Monitoring

7.1 Compliments and complaints are an important tool which, alongside data provided by exit surveys, user feedback and focus groups, will allow Centrepoint Works to learn about and continuously improve the services we provide. They provide a useful source of information about how individuals see our services and how we are serving them. To ensure Centrepoint Works can learn from compliments and complaints, the following data will be collected:

7.2 Compliments:

- Name and address
- Nature of the compliment
- Date of compliment
- Action(s) taken/recommendations made in response to the compliment, if appropriate.

7.3 Complaints:

- Name and address
- Name of person dealing with the complaint
- Date of complaint and response date
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint
- Lessons learnt.

Compliments and complaints information will be considered on a regular basis by the Centrepoint Works Quality Working Group and reported quarterly to the Board.

8. Review of Complaints and Compliments

The Head of Operations will be responsible for reviewing all complaints and compliments and their outcomes. This will be undertaken annually and may inform changes in service delivery.