

Complaints and Allegations Policy for clients, visitors and sub contractors

Updated: September 2015

Next revision date: September 2016

1. Objectives

- 1.1. To promote and maintain quality environments for all clients, visitors and sub contractors
- 1.2. To offer quality experiences on all programmes
- 1.3. To settle grievances, discrimination and/or harassment

2. Scope

- 2.1. To cover all activities carried out by Develop

3. Key Principles

- 3.1. Develop welcomes feedback on any aspects of the individual's experience and will listen to the individual's comments, concerns and complaints. All feedback will be kept confidential.
- 3.2. Develop is committed to providing quality experiences which means that Develop endeavours to improve all programmes and endeavours to keep up to date with changes in the law.
- 3.3. No individuals will receive unfair or unlawful treatment due to age, disability, ethnicity, sexual orientation, religion or gender.
- 3.4. All individuals have a right to make a complaint and to know that it will be dealt with promptly and fairly. Any complaint of discrimination/ harassment will be treated seriously and with confidentiality. All steps will be taken to maintain confidentiality as far as is consistent with processing the complaint.
- 3.5. On occasions, complaints may be received by Develop about accredited courses/ workshops provided by sub contractors; the Awarding Bodies Complaint Procedure needs to be followed. All other complaints need to follow the complaints and appeals procedure. All stages must be completed in writing by the individual or by an individual on behalf of the individual. All learners must have a copy of the complaints and appeals procedure.
- 3.6. On occasions, complainants may wish to take their complaint to the funding body. Where this is the case, the appropriate contact within that funding body will be provided.

- 3.7. If allegations are made against a member of Develop staff these must be reported immediately to the CEO who will endeavour to resolve the problem with the person making the allegation. If necessary the Chair of the Board of Directors will be consulted to bring about a resolution. Where the allegation concerns work done on a programme funded externally, it may be necessary to inform the designated member of staff within that funding body.
- 3.8. All complaints will be discussed at a senior management team meeting and actions taken to improve the impact of Develop or the sub contractor on the individual.

4. Complaints Procedure

- 4.1. Where complaints are received after a programme or course has been completed, contact should be made with the complainant and, wherever possible, the complaint talked through on the telephone. The Customer Relations Manager should be informed so that a Quality Improvement Feedback Form can be used, if appropriate.
- 4.2. Where a formal complaint is made against an individual delivering a programme on behalf of Develop, the following procedure should be used:

Complaint to be brought to the attention of the teacher/tutor/supervisor, who will endeavour to resolved the matter.



If individual(s) are satisfied with response no further action will be taken.



If the individual(s) are not satisfied with response, individual(s) should write to the Develop manager responsible about the complaint.



The Develop manager responsible for the programme will write to the teacher/tutor/supervisor within one week of receiving the complaint, giving details of the complaint.



Teacher/tutor/supervisor investigates and responds to the Develop manager responsible for the programme within two weeks of the date of the letter.



The Develop manager responsible for the programme files the response in the programme file and writes to the individual(s) within one week of receiving the tutor/supervisor's response.



If individual(s) are satisfied with response no further action will be taken.



If individual(s) are not satisfied with response, the CEO will inform the teacher/tutor/supervisor within one week of receiving the individual's response to resolve the matter and agree an action plan with the tutor. The CEO will write to the individual(s) within one week of drawing up the action plan.



If individual(s) are satisfied with response no further action will be taken.

5. Externally Funded Programmes Complaints Procedure

5.1. The following applies to all learning programmes funded externally.

If individuals are not satisfied, having followed the above complaints procedure, all details of the complaint must be sent to the designated person within the funding organisation.



The funding body will respond to the complaint using their complaints procedure.

6. Staff Responsibility

- 6.1. All individuals involved with the learning programmes, e.g. staff, volunteers, employers, consultants and learners.
- 6.2. The CEO has overall and final responsibility for all matters relating to complaints.
- 6.3. The day to day management of Develop's Complaints Policy is delegated to the CEO who will ensure that:-
 - a. Adequate resources are made available to implement this policy.
 - b. Adequate arrangements are made to bring this policy to the notice of all staff, individuals, sub contractors and visitors.
 - c. The effectiveness of the policy and its arrangements are reviewed annually during the relevant Strategy Group meeting or more frequently if deemed necessary.

7. Monitoring and evaluation

- 7.1. No additional monitoring required because monitoring is through the achievement of each learning programme's targets.
- 7.2. This policy is liable to full equality impact assessment annually.

8. Supporting Documents

- 8.1. This policy should be read in conjunction with the following policies and procedures:
 - Equality & Diversity Policy
 - Health & Safety Policy
 - Quality Policy
 - Quality Improvement Feedback Form

Policy signed by CEO:  Date: 01/09/15