

The Source Academy Complaints Procedure 2015



This procedure relates to all written and verbal complaints received with respect to the learning experience.

Users need to know that complaints:

- Are welcome
- Will be investigated thoroughly and fairly
- Where appropriate will be put right
- Will be used to improve services

And that

- The Source provides a confidential channel which meets the needs of vulnerable groups
- Discrimination will not take place

If the complaint is against a member of staff the relevant manager will investigate and where necessary invoke the staff Disciplinary Procedure.

If the complaint is from a learner or customer that cannot be resolved immediately the following procedure will be followed.

NB: It is the duty of all members of the Source's staff to ensure that customers know how to complain.

Complaints made in person or over the telephone:

1. Take the complainant's name, address and telephone number (or a number where a message can be left).
2. Give your name and work telephone number so that the person can contact you again if necessary.
3. Take down details of the complaint and try to resolve it yourself,
4. If you feel that you are not the appropriate person to deal with the complaint, tell them that you will pass it on to the team leader giving their name.
5. All complaints must be acknowledged in writing by the person dealing with the complaint within 5 working days outlining how the complaint will be dealt with, who will take responsibility and when the person should expect the situation to be resolved.

All complaints that cannot be resolved should in the first instance be referred to the manager who will look at the nature of the complaint and delegate, where appropriate, to another team leader to deal with.

Direct contact should be made with the complainant either by telephone or in person where possible.

Every complaint will be logged on to the Customer Feedback database to allow for further analysis and quarterly reporting to the Senior Management Team

If the complaint is of a serious nature the Head of Operations will deal with the complaint and may, if appropriate, refer to the CEO. The Head of Operations will notify all parties in writing before taking over the complaint.

The complaint will be investigated in 10 and no more than 28 days, by seeking further information from the complainant either by telephone or writing and the all other parties involved. If the investigation takes more than 10 days the complainant should be written to by the person dealing with the complaint, giving them an estimated completion date by which they should expect to hear from you again. It is important to keep the complainant updated on progress at each stage.

When all the evidence has been collected a decision will be made about the best way to resolve the situation.

The complainant will be written to outlining the investigation that has taken place and the steps that are being taken to resolve the situation to the satisfaction of the complainant. Every letter should also outline in a final paragraph the steps that the complainant should take if they are not satisfied. They should be given 10 days to respond and should be advised that they may take the matter up with the Business Development Manager and ultimately the CEO (the names of these personnel need to be included in the letter).

Documentation:

The person dealing with the complaint will make up a customer file that will contain evidence of all communication with the college to include all telephone conversations and written communication. If the complainant is visited it will also include details of the visit along with a summary of discussion. It is important to document all activity as a complaint could lead to a formal investigation.

When the complaint has been satisfactorily resolved the customer file will be filed for future use if required.