

# COMPLAINTS AND APPEAL PROCEDURE

## DEFINITION OF A COMPLAINT

An expression of dissatisfaction, not resolved immediately to an individual's satisfaction, about the level, quality or nature of a service provided by our college. This also includes the conduct of staff when delivering the service or conduct of staff members towards each other.

## MAKING COMPLAINTS

A complaint can be made in a variety of ways although in all cases a complaint form (a copy is attached to this policy) should be completed. This can be completed by the complainant or on their behalf by a member of staff or complainant's representative. This form ensures that we collect relevant information in a standard format and enables the person to tell us what they would like us to do.

## ADVICE TO STAFF ON COMMON TYPES OF COMPLAINT

When making a complaint, it is important that it is received by the person who can investigate it fully, fairly and take appropriate action. Therefore, the following guidelines should be used.

There can be many different types of complaints. The main categories are:

- Dissatisfaction with replies made to queries.
- Problems with placements in work or voluntary opportunities.
- High level of service charges.
- Problems with trainers, assessors or other attendees of training sessions.
- Attitude or behaviour of staff in providing a service.

## OUR COMMITMENT

The attitudes of staff, misinformation or no information, or not following procedures are all incidents where there could be cause for dissatisfaction with the services we provide. Monitoring and taking action on complaints such as these are vital to improve the level of service. Managers must ensure that issues such as lack of training or understanding or a bad attitude or behaviour should be addressed immediately. When people complain there may be a variety of issues that they want to address.

1. Receive complaint via phone, fax, telephone or email
2. Refer to appropriate Manager and copy passed to Administrator to log the complaint.
3. Complaint answered in full within 5 working days or a holding letter sent giving the expected timescale of answer. All complaints should be answered in full within 20 working days. Copy to Administrator to log.
4. Client wishes to take complaint further, referred to appropriate Director, to be answered in full within 5 working days or holding letter sent giving the expected timescale of answer. All complaints should be answered in full within 20 working days. Copy to Administrator to log.
5. Some of the complainants to be contacted at random to ensure complaint was handled effectively.
6. If complainant is not satisfied with response from Director, independent person will be appointed who will have the final say.

## COMPLAINT FORM

Please use this form if you wish to make a complaint about a service provided by Our organisation.  
Please complete all sections and return it to our office.

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Title

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Full Name

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Address

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Contact Number

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Relationship to Centre

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What is your complaint about? Please include any important dates, times, places or names of staff contacted.

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What would you like the centre to do to put things right?

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Signature:

Date: