

Complaints Policy and Procedure

The organisation			Page 1 of 5	
ISSUE	DATE	APPROVED BY	SUMMARY OF CHANGE	
1	April 2023	Tracy Clark	Review	

Policy Statement

The organisation aims to respond to all concerns and complaints in a constructive, timely and positive manner.

Young Gloucestershire has adopted the following definition of a complaint; "An expression of dissatisfaction by one or more individuals about something our organisation has done or not done, or about the standard of service provided by or on behalf of the organisation".

It should also be noted that complaints about assessment within our skills and education department are handled by a different process, which we call "Appeals" and refer to complaints or queries about an assessment decision or the conduct of the formative assessment undertaken during the delivered part of a learning programme of an apprenticeship. Please use the Young Gloucestershire Appeals Policy and Procedure to make complaints about assessment.

The organisation is committed to providing a high-quality service. Comments received help to identify where services or procedures might be improved and are used as part of a process of continued quality improvement.

This Policy is supported by a Complaints Procedure which is available to clients/young people/students and parents/carers upon request. The relevant manager has responsibility for the operation and management of the Complaints Procedure.

Initial Concerns

The organisation believes that most concerns and complaints can be dealt with by talking with managers in the early stages. Where possible we will try to resolve complaints informally. This can often prevent misunderstandings and concerns from escalating.

Formal Procedures

If early attempts to resolve the issue have been unsuccessful and the person raising the concern remains dissatisfied and requests to take the matter further, a formal complaint can be made, and formal procedures will be initiated.

The organisation			Page 2 of 5	
ISSUE	DATE	APPROVED BY	SUMMARY OF CHANGE	
1	April 2023	Tracy Clark	Review	

Time Limits

Complaints will be considered and resolved as quickly and efficiently as possible, with realistic time limits set.

Responsibility for Implementation and Review of Policy

The appropriate Manager for the department will be responsible for ensuring:

- The policy is brought to the attention of staff and complied with.
- The policy is brought to the attention of students and apprentices and parents/carers (a copy made available upon request.)
- The policy is available on our website.

Complaints procedure

The organisation is committed to providing a high-quality service to all clients/young people/students, parents/carers and statutory bodies working. However, we understand that there will be times when a young person/student/parent/carer will wish to make suggestions to improve our service or complain about the service offered. If someone does have a complaint, they can expect to be assisted in accordance with the procedure outlined below.

Aims and Objectives

A complaint will be treated as a demonstration of a valid concern, which requires a response. The organisation will give careful consideration to all concerns and complaints. The aim of the Procedure is to produce a resolution that everyone involved can agree upon, by:

1. Fully investigating a complaint.
2. Keeping everyone involved informed of progress.
3. Respecting the confidentiality of all concerned.
4. Responding in a fair and reasonable manner.

Informal Resolution

It is anticipated that most complaints and concerns will be resolved quickly and informally.

If a student/young person/parent/carer/apprentice/ member of the public has a concern or complaint they should normally discuss this with a lead worker or manager if the concern is of a sufficiently serious nature, who will deal with the issue.

The organisation			Page 3 of 5
ISSUE	DATE	APPROVED BY	SUMMARY OF CHANGE
1	April 2023	Tracy Clark	Review

Any printed copy is deemed as uncontrolled and is not necessarily up to date.

If the issue is not resolved within a reasonable period – normally 14 days – or initial discussions fail to arrive at a satisfactory conclusion, young person/student/parents/carers/apprentice/member of the public will be advised how to proceed with their complaint according to the Procedure.

Formal Complaints Procedure

Stage 1

If a student/young person/parent/carer/apprentice/member of the public wishes to have the matter formally investigated, he/she should put their concern in writing to the relevant manager. Help can be provided to complete this, where required, by someone unconnected with the complaint. All the information to be considered must be included at the outset. Anonymous complaints may not be investigated unless there is a serious concern such as Safeguarding.

The written complaint will be acknowledged in writing by the investigating manager within five working days. Once the manager is satisfied that all the relevant facts have been established, a decision will be made, and young person/student/parents/carers/apprentice/member of the public will be informed of this decision in writing within 28 days.

If the response fails to bring a satisfactory resolution, then the young person/student/parents/carers/apprentice/member of the public can write to the administrator of the organisation within 14 calendar days of receiving a written reply. Stage 2 of the Procedure is then invoked.

Stage 2

The escalation of the original written complaint will be acknowledged within 5 working days. The Designated manager/CEO will review the way in which the complaint has been handled and ensure that the issues have received fair and proper consideration within the Procedure. A written reply will be given with the outcome of this process within 14 working days of receiving the complaint.

If the complaint has still not been resolved satisfactorily there is a right to ask for Stage 3 of the Procedure to be invoked by writing to the Chair of the Trustees.

Stage 3

Within 14 days of receipt of the letter, the Chief Executive or designated manager will meet with a Trustee to consider the complaint and make a final

The organisation			Page 4 of 5
ISSUE	DATE	APPROVED BY	SUMMARY OF CHANGE
1	April 2023	Tracy Clark	Review

decision. This meeting will consist of a Trustee who has no connection with the complainant.

The parent/carer will have the opportunity to attend the meeting and be accompanied if so wished.

The meeting will make findings and recommendations and stipulate that the complainant, Chief Executive, and relevant manager, and where relevant the person complained about, will be given a copy of any findings and recommendations.

The panel 's decision will be final, and the complainant will be told of its findings within 5 working days of the hearing.

Written Records

A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to further stages.

All correspondence, statements and records relating to individual complaints will be kept confidential.

Monitoring and Review

The Manager will record all formal complaints received and how they were resolved. These records will be regularly monitored and reviewed within the quality management system and consideration given to the need for any changes to the Procedure. This policy shall be reviewed annually or more frequently when there is a policy or procedure change. It will be presented to the Board of Trustees for yearly sign off.

A copy of this policy is made available to relevant parties on a shared access folder and on our website. Additionally students/apprentices will be provided with a copy at induction/onboarding.

The organisation			Page 5 of 5	
<i>ISSUE</i>	<i>DATE</i>	APPROVED BY	SUMMARY OF CHANGE	
1	April 2023	Tracy Clark	Review	

Any printed copy is deemed as uncontrolled and is not necessarily up to date.

The organisation			Page 6 of 5	
<i>ISSUE</i>	<i>DATE</i>	APPROVED BY	SUMMARY OF CHANGE	
1	April 2023	Tracy Clark	Review	

Any printed copy is deemed as uncontrolled and is not necessarily up to date.