



## **Chameleon School of Construction Ltd**

### **Complaints Procedure**

#### **1. WHAT IS THE COMPLAINTS PROCEDURE?**

The complaints procedure can be used by any student, parent, employer, member of staff, visitor or member of the community who is unhappy with any of the centres service. Most complaints can be resolved at the first 'informal' stage of the procedure. If your complaint cannot be resolved at the informal stage, then there are up to two further 'formal' stages. The centre is committed to achieving high standards of service and welcomes views on its services from its customers. These include both good service comments and complaints.

#### **2. WHAT DOES THE PROCEDURE COVER?**

This procedure describes how we will aim to respond to a complaint in order to resolve it to the satisfaction of the complainant, prevent recurrence and improve the quality of service. This procedure shall apply to complaints made by any student, parent, employer, member of staff, visitor or member of the community using or affected by the centres services or facilities. It covers all complaints unless your complaint is covered by its own special procedure; for example disciplinary matters and dealing with harassment and bullying. All comments, positive and negative are welcomed.

The reception points of each of our sites display customer comments cards inviting feedback, as well as forms for completion in the case of a formal complaint.

Complaints made via the centres social media channels will be dealt with in the same way as any other complaint.

#### **3. IF I WANT TO MAKE A COMPLAINT WHERE SHOULD I GO FIRST?**

This is stage one of the procedure. Many issues or problems can be resolved informally within teaching or corporate service areas through approaches to the member of staff involved, a supervisor or manager, via personal tutors. The centre encourages leadership at every level in the organisation, and empowers staff to take whatever action is appropriate within the scope of their responsibility. You should first approach the member of staff who seems best able to deal with the matter immediately. You can either speak to them or put your complaint in writing. If you are not sure who to complain to, ask your course tutor.

The person you speak to will try and resolve matters informally. They will investigate your complaint, and then contact you again, usually within five working days, to see if a solution can be found.

#### **4. WHAT HAPPENS IF I AM NOT SATISFIED WITH THE OUTCOME OF THE INFORMAL STAGE?**

If you are not satisfied with the outcome of the informal stage one of the complaint process you can take your complaint to stage two, which is the first 'formal' stage of the complaints procedure.

##### **4.1. MAKING A FORMAL COMPLAINT**

Complaint forms are available at both the Boardman Road Burton unit reception Or you may contact the enquiries team who will post or otherwise provide a complaints form for completion. Alternatively, a complaint can be received by letter or over the telephone. If taken over the telephone, a complaints form will be completed on your behalf by a member of the enquiries team.

##### **4.2. COLLEGE RESPONSE TO COMPLAINTS**

On receipt of a formal complaint, the administration officer will:

- Acknowledge the complaint in writing within 2 working days;
- Take up the complaint with the manager responsible for the centres provision, or
- Decide that the complaint is of a serious nature and forward it to an appropriate member of the centres executive team.

The manager, upon receipt of a written complaint form or letter, will:

- Provide a response to the administration officer addressing the issue raised, within ten working days and provide a written response to the complainant in the same time frame.

#### **5. WHAT HAPPENS IF I AM STILL NOT SATISFIED WITH THE OUTCOME OF STAGE TWO?**

The complainant has the right to appeal against the formal stage two decision in writing, within 10 working days of receiving the original response letter. Appeals should be sent to the Director of Operations. This is stage three of the procedure. Upon receipt of an appeal the Director of Operations shall acknowledge the appeal within 2 working days. A formal response will be made within 15 working days that could in exceptional circumstances include a requirement for further investigation.

#### **6. WHAT HAPPENS IF I AM STILL NOT SATISFIED WITH THE OUTCOME OF STAGE THREE?**

The appeal is the final stage of the centres procedures. Should the complainant wish to pursue matters further they can make representation to external bodies such as Skills Funding Agency or Education Funding Agency.

#### **7. TIME LIMITS**

The centre will endeavour to resolve complaints as quickly as possible and the time limits set out within this procedure offer a general indication of timescale. However it may not always be practicable to adhere to a particular time scale e.g. because of holidays or illness or other intervening causes, in which case complainants will be given a written progress report and an estimate of the revised timescale.

## **8. REPRESENTATION AND CONFIDENTIALITY**

A complainant may be accompanied by a friend at any stage in the procedure. The friend may speak on behalf of the complainant. In general, those about whom complaints have been made have a right to know what is being claimed and who is making the complaint.

Where a complaint becomes formal and is made in writing, a copy will normally be supplied to the person who is being complained about and that person will have the right to be accompanied by a friend or colleague in any related investigation. If complainants are concerned about confidentiality, they are advised to contact either their course tutor who may be able to make initial enquires on their behalf.

## **9. RESPONSIBILITY FOR IMPLEMENTATION**

The responsibility for implementing this procedure shall lie with the Director of Operations. The Director of Operations shall ensure that students are made aware of this policy and procedure through the centres Induction process.

## PATHWAY FOR DEALING WITH COMPLAINTS

