

Spiral Sussex

Complaints

Policy

November 2018

Spiral Sussex

Complaints

Policy and Procedure

This policy and procedure has been approved by the Executive Committee of Spiral Sussex which are responsible for its review.

The original signed copy of this policy and procedure is kept at Spiral Sussex's office.

Signed: Mark Shanahan Date: 6th November 2018

Name: Mr Mark Shanahan

Chair of Trustees

Signed: Marc Blackwell Date: 6th November 2018

Name: Mr Marc Blackwell

Trustee

Record of adoption and review of this policy and procedure:-

- Adopted:
- To be reviewed: (+1 years from the adopted date)

1. Introduction

Spiral defines a complaint as 'any expression of dissatisfaction that requires a response'. A verbal complaint carries the same weight as a written complaint. Complaints about Service provision can come from any source. Possible sources of complaints could be participants, parents/carers, neighbours or other stakeholders.

Spiral welcomes comments from participants, parents, staff and the wider community on the quality of the service it provides. Constructive, positive and negative feedback provides a key role in reviewing our work so that we can improve our provision in the future and so that we can ensure that those involved are treated fairly.

2. Policy

Participants, parents/carers and other stakeholders have the right to expect that Spiral will consider complaints fairly and quickly and that wherever possible, the concern must be resolved to the complainant's satisfaction.

Where possible, issues and complaints will be resolved informally (Stage 1). Learners have a separate policy and procedure – please refer to the Learner Complaint Policy.

Confidentiality must be maintained at all times, although all parties will need to accept that some information may need to be shared if the complaint is to be fully investigated.

All those concerned, the complainant and others involved in the complaint including members of staff, must be treated fairly and have the opportunity to state their case. Individuals should be offered support in making a complaint or in dealing with a complaint.

Complaints and subsequent actions will be recorded, monitored and reported to the Trustees.

3. Procedure

a) Stage One: Informal

Many less serious complaints can be resolved informally. A legitimate concern is raised verbally with a member of staff who is able to rectify or improve the situation to the complainant's satisfaction without resort to formal investigation. In such cases the complaint must be logged on a Complaints Form but no formal response is required. It is a judgement of the member of staff whether a comment is a complaint or just a comment. Normally this is clear by the approach of the person raising the concern but at times a judgement will need to be made. For example, a student may complain that the room is cold. If the room can be quickly warmed by turning up the radiator or closing a door etc then this can be assumed to be a comment which does not need to be recorded. If, however, the radiator is on maximum and it is cold outside, then this becomes a complaint about the inefficiency of the heating system and should be recorded and passed through to the relevant manager.

b) Stage Two: Formal

If a complaint is written or cannot be quickly resolved to the complainant's satisfaction, it is a formal complaint. The complaint is logged onto the Complaints Form. One copy is sent to the manager concerned who must acknowledge receipt of the form to the complainant within 10 working days. The manager will investigate the complaint, a process which will normally involve a discussion with the complainant. The manager will, in normal circumstances, respond to the complainant within 5 working days.

c) Stage Three: Formal-Employability Manager.

Should the complainant not be satisfied with the response at Stage Two, then the Employability Manager will investigate further. The Employability Manager will, in normal

circumstances, make a further response to the complainant within 5 working days.

d) Stage Four: Chief Executive

Should the complainant not be satisfied with the response at Stage Three, then the Chief Executive will investigate further. The CEO will, in normal circumstances, make a further response to the complainant within 10 working days.

e) Stage Five: Appeal

Should the complainant not be satisfied with the response at Stage Four, then an appeal should be made to the Trustees. Spiral will call together an Appeal Panel comprising of 2 Trustees who will undertake whatever investigations are deemed appropriate. The Trustees will, in normal circumstances, make a further response to the complainant within 15 working days.

In certain circumstances, it is not necessary to follow the above stages in sequence. For example, a complaint against a manager will enter the process at Stage 3. A very serious complaint against Spiral management as a whole would enter at Stage 5. A record of each complaint will be made on a Complaints Form and the Complaints Log.

4. Monitoring

The Employability Manager will maintain a log of all complaints on the appropriate proforma. An annual summary evaluation of the number and general character of complaints, compliments and suggestions and subsequent resolution/planned action shall be presented to the Trustees.

5. Responsibilities

The implementation of this policy and procedures is the responsibility of the Employability Manager.

Confidential when completed Complaint Recording Form

Stage 1 Informal			
Person making complaint – including contact details			
Person receiving complaint – name and position:			
Details of complaint:			
Details of action and response to complainant:			
Staff Signature		Complainant's signature:	