

Complaints Procedure



Policy Statement

CLC is committed to providing a quality service to our customers and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way - for example, with an explanation, an apology, or information on any action taken etc;
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

Purpose

The complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Individuals might complain on a variety of issues including:

- The conduct and behaviour of a staff member and/or is alleged to have fallen below the complainant's expectations.
- The service or quality of experience provided by CLC and/or their associated staff is alleged to have failed to meet expectations.
- CLC is alleged to have failed to deliver the service required by the Provider Agreement; or that they (or any associated staff) failed to follow the procedures set out in Learner handbook including guidance contained in the appropriate award handbook and guidance notes.
- A failure to reasonably ensure learner's safety and well-being is alleged against a staff member and/or CLC
- An allegation of discrimination in breach of the Equality Act 2010

CLC's responsibility will be to:

- Acknowledge the formal complaint;
- Respond in line with CLC procedure;
- Deal reasonably and sensitively with the complaint;
- Take action where appropriate.

The complainant will be expected to:

- Bring the complaint to CLC's attention as quickly as possible;
- Explain the problem as clearly as possible;
- Allow CLC reasonable time to deal with the complaint;
- Recognise that some circumstances may be beyond our control.

Resolving Concerns Informally

We encourage anyone with a concern or a complaint to raise these as soon as possible so that we can deal with them quickly. If you are currently training with us you should, in the first instance, speak to your Training Adviser. They will do all they can to sort out the matters raised, through discussions and asking for advice where necessary.

- *Safeguarding Complaints*

A complaint referring to the safety and/or wellbeing of an apprentice or learner will be directed to one of the Designated Safeguarding Officers at CLC.

- *Qualification Complaints*

A complaint referring to qualifications will be directed to one of our Quality Assurance Verifiers at CLC using the Appeals Procedure.

- *Anonymous Complaints*

CLC will not investigate anonymous complaints or those considered to be malicious.

If we cannot resolve your concerns informally, or you do not feel that we have dealt with your concern adequately, you may wish to follow our formal complaints procedure.

Formal Complaints Procedure

This procedure outlines the process that should be followed by Learners, Training Advisers, Partners or Employers who are involved with the training and /or qualifications offered by CLC. We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints and appeals are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the issue and when a full reply can be expected and from whom.

Initiating a Formal Complaint

If we are unable to resolve your concerns informally you should provide a formal written complaint to the Senior Manager by letter or email direct to Care Learning Centre Ltd, Suite 8, The Courtyard, Monks Brook, St Cross Business Park, Newport, Isle of Wight PO30 5BF – or email to info@clcentre.co.uk. In your letter you should set out the details of your concern and all the points you want us to consider. You can expect your complaint to be acknowledged within 2 working days of receipt. If the complaint pertains to senior management the information should be directed to the Director, and company policies and procedures will be applied to secure a suitable resolution and actions taken will be recorded and communicated to the complainant.

When we receive a complaint, we immediately refer it to the appropriate staff member who will carry out an investigation. We will reply in writing and ensure that the outcome letter is detailed to provide a full response to all aspects raised in the complaint. We will try to answer your complaint within 15 working days from when we receive your complaint. Our reply will include details of how to proceed should you remain unhappy with the response.

If the complainant remains dissatisfied with the decision, they should direct their complaint to The Director of Care Learning Centre at the address below and request a review of how the complaint was handled and the resolution offered:

The Director
Care Learning Centre
Suite 8 The Courtyard
Monks Brook
St Cross Business Park
Newport
Isle of Wight
PO30 5BF

The request needs to be made within 10 working days of the reply to your complaint. The Director will consider your request and carry out a review of the investigation and the outcome. This review will consider:

- If the procedure was followed correctly;
- Failure to apologise or accept mistakes;
- The appropriateness of the resolution offered.

Appeal to External Agency

It is the intention of CLC to deal with concerns and complaints in a fair and timely manner. If after having your complaint reviewed by the Director you are still dissatisfied with the outcome, your next course of action would be to raise the complaint with the Education and Skills Funding Agency (ESFA) at the address below.

Customer Service Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT

Or by email to: complaints.esfa@education.gov.uk

Monitoring and Reporting: Continued monitoring of complaints and appeals will take place within CLC and will form part of the quarterly quality reviews by the Senior Management Team (SMT). The Director of CLC will receive an annual statement of complaints. Procedures will be reviewed annually to ensure resolutions and complaints are dealt with in accordance with CLC's Privacy Policy.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and CLC maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Reviewed July 18 - SMT
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