



Title	Date of Issue	Date to be reviewed	Written by (name/role)
Complaints and Suggestions Policy 2020	Sept 2020	Sept 2021	Sharon Davies and Kate Gillespie

Introduction

Sendtac Ltd is committed to listening and responding to the views of all those using the facilities and services of the company as a key element of its quality review and improvement processes. Sendtac Ltd aims to respond to all complaints and suggestions efficiently, effectively and fairly, and recognise compliments. We recognise that our response to complaints and suggestions plays a vital role in our drive to promote equality and diversity, eliminate discrimination and safeguard our customers from abuse and harassment.

Purpose and Scope

2.1 The purpose of the Complaints and Suggestions Policy is to:

- Provide a clear framework through which complaints and suggestions are fully considered and responded to in a timely, equitable, consistent and professional manner.
- Ensure that information received and actions taken enable continuous improvement.

2.2 The Policy applies to all staff, students, employers, parents, customers, potential students, sub-contracted partners and all other stakeholders who wish to make a complaint or suggestion either individually or collectively regarding Further Education.

Policy Statement/Principles/Detail

3.1 Objectives

- To investigate and respond to all complaints in a fair and timely fashion.
- To use feedback and outcomes from complaints and suggestions to facilitate improvements.
- To provide accessible, accurate and complete information on complaints for stakeholders as necessary and appropriate.
- To review complaints through the performance monitoring and review framework.

3.2 Responsibilities

- All staff have a responsibility when faced with a complaint to deal with it sympathetically, helpfully and constructively.
- All staff have a responsibility to try to resolve informal complaints prior to invoking the Complaints Procedure.
- Sendtac Ltd have overall responsibility for the implementation, monitoring, evaluation and review of the policy and procedures.
- Informing the complainant that their complaint has been received and will be investigated.
- Appointing an investigating manager to ensure a complaint is investigated fairly and impartially.
- Seeking a satisfactory resolution for the complainant, where the complaint can be substantiated.
- Informing the complainant of the outcome of the investigation by letter.

- Ensure all compliments are shared with the relevant teams and due recognition is given to the staff involved.
- Maintaining records and information associated with feedback, monitoring feedback and the outcomes.
- Ensure that data is recorded identifying the number of complaints, suggestions and compliments for each area.

3.3 Implementation and communication

The policy and procedures will be implemented through:

- Meetings and briefings, which will inform staff of their responsibilities in accordance with the policy and procedures, this may be through monthly cross management meetings and/or area team meetings where specific instructions and any special responsibilities are discussed.
- Training and/or briefings appropriate to individual staff roles and levels, which will familiarise them with key issues, and clarify roles and responsibilities and the company policies and procedures.

Communication of the policy:

- The policy will be published on SENDTAC Ltd website and also available upon request.
- Dissemination of the procedure within areas to staff and stakeholders is the responsibility of the respective management teams.
- The policy and procedures are communicated to all staff through staff induction, email, training, refresher training and briefings.

Monitoring and Evaluation

- The nature of the complaint, the age, gender, ethnicity and disability status of the complainant, along with course and level of study, in the case of students, will be held on a central data base for monitoring and review purposes.
- Complaints will be reviewed termly and monitored and any generic issues of concern will be actioned appropriately.
- The policy and procedures, via Equality Impact Assessments, will be assessed to ensure there is not negative impact on any particular groups of people.
- The policy will be reviewed annually, or as a result of external governmental policy changes and any amendments will be approved by SLT and endorsed by the Corporation.

COMPLAINTS PROCEDURES

1. Introduction

This document describes the procedures for making/receiving a complaint.

2. Making a Complaint

A complaint is defined as an expression of dissatisfaction by one or more Individuals about a company's action or lack of action, or about the standard of service provided by or on behalf of the company.

The Complaints Procedure can be used by anyone and covers complaints about services we provide and the treatment received. It does not cover complaints about student assessments e.g. grades and marks. Students wishing to make a complaint related to this should adhere to the Appeals Policy.

A complainant may be a student, prospective student, parent, employer, or any other interested party that indicates dissatisfaction with the current level of service.

If a student has a complaint it will initially be raised with the lecturer, a Class Rep or an

alternative member of staff/manager, whichever is appropriate. A member of staff/manager must take every opportunity to resolve the complaint informally. Staff dealing with informal complaints should keep records of conversation and actions. These will be requested should a complaint escalate to a formal stage.

If an informal resolution is not possible you can email your complaint to admin@sedntacltd.co.uk. Complaints must include as much detail as possible, but most importantly, the complainant's full name and contact details.

When a formal complaint is received it is the responsibility of those receiving the complaint to notify the Quality Department on receipt so that the complaint can be centrally recorded.

To note: If multiple issues are involved within the complaint the Quality Department will advise the relevant managers as appropriate (e.g. an allegation of criminal assault which then may involve criminal proceedings, complaint procedures and staff disciplinary procedures).

If a student needs help in presenting a complaint, advice is available from Student Advisors or a member of Student Services. If the form is being completed on behalf of the complainant, additional information is required to identify third party details.

If the complaint is communicated by telephone or email, the member of staff can record the details on behalf of the complainant and send it to the company director.

3. Recording, gathering, analysing and reporting feedback

3.1 Recording

Accurate and comprehensive records of any unsolicited feedback received through complaints should be kept by those receiving the feedback. The Quality Department must be notified of the nature of all feedback received and the detail where necessary.

Unresolved complaints' records will be kept securely for 6 years for reference should further issues arise.

3.2 Gathering and analysing feedback

The Quality Department will collate data and information received.

Disaggregated reports (by relevant area) will be provided, on request to the Head of Quality and Development.

3.3 Reporting

The following committees will receive reports on complaints, formally and informally:

- Senior Leadership Team (SLT)
- Equality and Diversity Committee

4. Malicious, abusive or persistent complaints

Sendtac Ltd does not tolerate malicious complaints received in any form and will initiate appropriate disciplinary action against such actions, i.e. complaints that are not true, or use of foul language in any communication that are sent to staff.

All complainants should be aware that staff have the right to work in a pleasant and safe environment and any violent or abusive behaviour towards staff will not be tolerated.

A complainant, who continues to contact the company with unreasonable demands following a complaint investigation, may be considered an unreasonable or persistent complainant.

Unreasonable demands can include seeking excessive amounts of information, excessive email or telephone contact, demanding an unrealistic nature or scale of service, or seeking to prolong contact with the company by continually raising new issues throughout an investigation.

If it is agreed that a complainant is unreasonable, the most appropriate action will be taken, informing the complainant that the company has responded in full to their concerns and has nothing further to add, so will not enter into any further discussion. Complainants who have displayed unreasonable behaviour in the past have the right to make new complaints in the future.

5. Appeals

If the complaint is not resolved to the complainant's satisfaction, then the complainant has the

right of appeal. Appeals will be heard by a senior manager. The findings will be reported within 10 working days. The designated senior manager will respond to the complainant and conclude the complaint

All appeals should be sent in writing to Senior Manager. This will be the final route of escalation within the Organisation.

6. Unsatisfactory Outcome

If complainants do not agree with the Appeal verdict from the internal complaints procedure and the complaint refers to services received relating to the programme of study and the qualification then they should contact the Awarding Organisation, contact details can be provided by the company.

Should the complainant remain unsatisfied with the outcome then the qualification regulator should be contacted.