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<u>Linked Policies/Documents:</u>			
Harassment			
Data Protection			
Disciplinary Procedure			
<u>Other Documents:</u>			
Website			
Internal Complaints & Compliments Record			

Complaints and Compliments Procedure

Community Campus '87 Ltd is committed to providing a professional, efficient and user friendly service. We believe that monitoring all compliments and complaints provides us with a valuable mechanism to listen to our customers/stakeholders and those affected by our service in order to continuously learn from our actions and maintain and improve service delivery.

An effective complaints and compliments procedure reflects the organisations values and supports Community Campus in achieving its organisational aims and objectives. The complaints and compliments procedure should be regularly promoted in newsletters and other literature and on the organisation's website.

1. Complaints

A complaint is an expression of dissatisfaction, however made, about the standard of the service, actions or lack of action, by Community Campus, its staff or service users

The purpose of this procedure is to satisfy complainants that their complaint has been properly considered in a timely manner and that Community Campus' actions are explained and where a complaint is shown to be justified appropriate steps are taken to rectify the situation.

2. Compliments

Compliments can be made either verbally or in writing and should be recorded in the same way as a complaint on the central log on the Information Drive. People who wish to make a compliment in writing can do so either via letter, email or via our website using the 'Contact Us' button. Compliments will be forwarded to the relevant departmental manager for circulation around staff teams.

3. Complaints Procedure

A complaint may be made verbally either by telephone, in writing (including electronic communications), or in person. If in writing, Community Campus' complaint form may be used. This will be available at Community Campus' offices with an accompanying leaflet.

Where a complaint is made verbally, the staff member receiving the complaint should ascertain the nature of the complaint, the service responsible and what the complaint is, seeking a name and contact address. The complainant should be provided with a contact name for any future correspondence they wish to make whilst their complaint is being dealt with. Initial contact should be made with the complainant within 5 working days informing them of the manager who has taken responsibility for the complaint and the steps being taken going forward (neighbour complaints should be dealt with immediately).

Anonymous complaints will be dealt with through the complaints procedure. The results of the investigation will remain on file within Community Campus and actions taken accordingly. A complainants identification should never be disclosed without their explicit consent.

The staff member should always establish if the complainant wishes to remain anonymous. Complainants wishing to remain anonymous should be advised that this will be respected, but it may place limits on our ability to deal with the complaint.

4. Service User Disputes

Complaints from service users about other service users will not be subject to the complaints procedure but might involve mediation, invoking the harassment procedure or action against any individual in breach of tenancy conditions. This will be recorded in a Service Users case file.

5. Stages to the Procedure

There are 4 stages to the procedure:

5.1 Informal Resolution

In the first instance attempts should be made to resolve all complaints informally through the involvement of those staff responsible for delivering the service, this resolution should be recorded.

If the complainant is not satisfied with this response they should be given the opportunity to request a formal investigation.

5.2 Formal Investigation

Requests for a formal investigation will need to be made in writing. If the complaint form has been used to initiate the complaint at the informal stage, a further form need not be completed.

The complainant should receive an acknowledgement which explains how the investigation will be undertaken and by whom as soon as possible, and in any case within 5 working days of the request for a formal investigation.

The aim of the investigation is to establish the circumstances and nature of the complaints and where appropriate the complainant should be informed of the action Community Campus has taken to resolve the problem.

The Manager should interview both the complainant and the person who the complaint is against separately, as well as any other relevant parties, all of whom are entitled to be accompanied by a representative or friend (where the complaint has been levelled against a member of staff, they should only be accompanied by either a work colleague or Trade Union Representative). These should always be recorded, and the Manager is expected to make a written response to a formal complaint within a maximum of 15 working days of the request for a formal investigation, this decision will be final.

5.3 Formal Resolution

Complainants still have the right to seek independent advice on their statutory rights regarding the service they have received if they are not satisfied with the above.

5.4 Independent Review

For those services commissioned by the local authority, if the complainant continues to be dissatisfied with the outcome, they have the right to make a complaint to a designated person within that local authority. Contact details can be provided upon request.

Any appeal regarding Learner complaints regarding outcome of qualifications should be referred to the awarding body by Community Campus, for process see Learner Appeals Policy.

6. Recording

All complaints should be logged by the person receiving the complaint immediately using the relevant service's complaints book. Notes should be kept of any correspondence regarding the complaint, including those communications made verbally.

Once the complaint is resolved, this should be updated in the complaints book and all paperwork kept on file which is kept securely in a locked cabinet.

7. Vexatious Complaints

If after investigation, the complaint proves to be false/vexatious no further action will be taken by Community Campus.

8. Confidentiality

Under the Data Protection Act 1998 and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential, including:

- Anything of a personal nature that is not a matter of public record about a service user, customer, applicant, or staff member
- Sensitive organisational information