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Rationale:

The aim of Birtenshaw Education Services' is to "*brighten lives and build futures*". We work hard in order to achieve this aim however we recognise that there may be occasions when we could have done something better. For this reason we have set out our complaints procedure so that it is clear how concerns and complaints can be raised.

Introduction

Birtenshaw views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is;

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Birtenshaw knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Our definition of a complaint

A complaint is a way of letting us know that you are not happy with a particular service. A complaint may be about delay, lack of response, discourtesy or about the quality of provision you have received. So, please let us know if,

- You think we have done something wrong
- We have not done something that we said we would do
- You are not satisfied with a particular service or set of services that we provide

Your complaint will be dealt with properly and our response will be helpful, positive and efficient. We monitor all complaints that we receive so that we can learn from them and improve our services as a result of the feedback you give us.

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

The Complaints Procedure

The Complaints Procedure is a three-stage process.

Stage 1- Informal - Concern

We will always try to resolve any concern you have quickly and informally, without you having to make a formal complaint. If we cannot resolve your concern on the day you contact us and if you wish it at any stage, we will record your concern as a formal complaint (stage2).

Stage 2 - Formal Complaint

Your complaint should be addressed to the Head of Service in writing. Your complaint will be acknowledged within 3 working days of receipt. This acknowledgement will provide contact details of who will be dealing with your complaint and the time scale for replying to your complaint. We aim to respond to all complaints within 10 working days however If the complaint is complex and will take longer than this to investigate we will let you know within 10 days what progress has been and when we anticipate being able response to you.

Stage 3- Appeal

If you are unhappy with the response that you have been provided with under Stage 2 of the procedure, you may appeal within 14 days of the response. Your appeal should be made in writing and addressed to the Chief Executive.

You should clearly state in your appeal why you are not satisfied with the original response.

Your appeal will be considered by a panel of 3 independent people and you are invited to attend the panel meeting with a representative if you so choose. Following on from the panel meeting, you will be informed of the outcome. Any actions drawn up from the panel meeting will be addressed, along with informing relevant parties and individuals in regards to specific complaints. An update will be provided upon request in regards to the specific actions.

Monitoring:

The Governing Body will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of the procedure and make changes where necessary. Complaints information shared with the whole Governing Body will not name individuals.

Recording of Complaints

A complaint may be made in person, by telephone, or in writing.

A written record of any complaint will be kept in the central Complaints File held by the Head of Service.

All correspondence, statements and records of complaint will be kept confidentially but made available during an inspection to the Chief Inspector.