Compliment and Complaints

Policy

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STATEMENT OF POLICY

Barfection is always looking to improve on what we provide, and all comments, compliments and complaints help us evaluate and improve our service. This policy and procedures aim to provide a clear framework to help any person who has experienced dissatisfaction with Barfection services to articulate their concerns, for periodic feedback in specific areas of service delivery and to help Barfection respond effectively.

COMPLIMENTS AND COMMENTS

We have several systems in place to help you make a comment/compliment:

- A comments form is available on our website - www.barfection.co.uk
- You can send an email to our main address – info@barfection.co.uk
- Comment forms are available at our offices and training facilities. Please ask a member or staff onsite and they will help to assist you with this.

Please note that Barfection may use compliments and comments on their social media platforms to help advertise our services. At the chance that action will need to be taken, parties will be informed on the outcome.

COMPLAINTS POLICY STATEMENT

It is Barfection's policy that it will handle complaints confidentially, fairly, and promptly. If the complaint is verbal it will be recorded on a Barfection's complaint form.

An initial response will be made within 14 days. A further, more detailed response will be made if appropriate. Information on how to take the complaint further will be provided if you are not satisfied with Barfection's response.

Every attempt should be made, in the first instance, to resolve a complaint informally, through prompt, direct, sensible dialogue between those immediately concerned.

In cases where the seriousness of the complaint or a failure to resolve at the informal stage demands the use of further action - a formal stage of the procedure will be provided.

Barfection shall notify the ESFA of any events/complaints that could give rise to any legal liability or have an adverse effect on the reputation of the ESFA or call into question Barfection's suitability to deliver training funded by the ESFA.

WHO MIGHT USE THIS POLICY?

The Compliment and Complaints Police is for use by the following:

- Learners
- Parents
- Customers
  Residents
- Employees
- And any other who might potentially experience dissatisfaction or make a compliment.

RESPONSIBILITIES FOR IMPLEMENTING THE POLICY

All staff have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and appropriately, in accordance with the procedures below.

Managers and team leaders have a responsibility to contribute towards an investigation into a complaint when it is considered appropriate.

The Senior Managers are responsible for dealing with complaints, which have reached the formal stage and might become involved, informally, in dealing with other complaints. The.

The Senior Managers have a responsibility to take a lead role in dealing with complaints and for overseeing the process to a satisfactory conclusion. The Senior Managers are responsible for ensuring that the complaints policy and procedures are operating effectively and for monitoring formal complaints. Senior Managers will also become involved if a complaint is directly against the business partners, or where there is an appeal against Barfection's response to a complaint.

PROCEDURES FOR IMPLEMENTING THE COMPLAINTS POLICY

Complaints by learners, parents, or customers:

Stage 1: Informal stage

The complainant should normally identify their dissatisfaction informally to an appropriate member of staff (e.g., course tutor, etc). The complaint must be made as soon as possible and, in any case, not longer than six weeks after the reason for the complaint.

If the member of staff is unable to resolve the issue, it will be referred to the team leader or manager. Relevant managers will be involved as required in dealing with the complaint.

If the complaint is about a particular member of staff it is a requirement that the member of staff be made fully aware of the complaint and the identity of the complainant as soon as possible, except in circumstances that will always be communicated to the Director.

Complaints made directly to the business partners will also follow this initial procedure.

The person dealing with the complaint will investigate; in the first instance one of the following outcomes is possible:

- The complaint is not upheld.
- An amicable solution is found that is suitable to both parties.
- If some or all the complaint is justified appropriate measures are taken
- The complaint is found to be sufficiently serious to warrant direct referral to the formal stage.

The outcome of any of the above will be recorded.

Stage 2: Formal Stage

Formal complaints should always be made in writing to the business partners or senior manager, except where the complaint is directly against the business partners in which case it should be put in writing to a Senior Manager. Complainants must identify themselves in order that a complaint can be investigated.

The letter should state the reasons for the complaint and why, if appropriate, it was still unresolved at stage 1.

Management will investigate the complaint and will make one of the following decisions:

- The complaint is not upheld.
- An amicable solution is found that is suitable to both parties.
- If some or all the complaint is justified appropriate measures are taken
- The complaint is found to be sufficiently serious to warrant direct referral to the formal stage. The outcome of any of the above will be recorded.

Complaints by others:

The basic principles for this type of complaint remain the same. Those who are dissatisfied should identify their dissatisfaction to an appropriate member of staff.

Stage 1: Informal Stage

A verbal complaint received by Barfection either directly or by telephone will be immediately referred to a senior member of staff. Immediate action will be taken if appropriate. If the member of staff is unable to resolve the issue, it will be referred up the line management system in an appropriate way, involving the business partners if appropriate. The complaint must be raised as soon as possible and, in any case, not later than six weeks after the reason for the complaint.

The person dealing with the complaint will investigate it and will make one of the following decisions:

- The complaint is not upheld.

- An amicable solution is found that is suitable to both parties.
- If some or all the complaint is justified appropriate measures are taken
- The complaint is found to be sufficiently serious to warrant direct referral to the formal stage.

The outcome of any of the above will be recorded.

If the issue cannot be resolved by the informal method or the complaint is deemed sufficiently serious, the formal stage will begin.

Stage 2: Formal stage

Formal complaints should be made in writing to the business partners or senior manager except where the complaint is made directly against the business partners in which case it should be put in writing to the senior manager. The letter should state the reasons for the complaint and why, if appropriate, it was unable to be resolved at the informal stage. Complainants must identify themselves in order that a complaint can be investigated

Response times to Complaints:

All complaints, whether informal or formal, will be dealt with as quickly as possible. In the case of formal complaints to the business partners and informal complaints received by any member of the senior management team, Barfection commits itself to an initial response in writing within 21 days, followed by a more detailed response, if appropriate.

Complaints/Grievances by staff:

Stage 1: Informal stage

Staff should normally identify their dissatisfaction informally to their line manager in the first instance although direct informal complaint can be made to HR.

If the line management sequence is not followed, the member of HR who has been approached will normally make the line manager aware of the complaint as soon as possible.

If the line manager is unable to resolve the issue, it will be referred up the line management system in an appropriate way, involving the business directors if necessary. The complaint must be raised as soon as possible and, in any case, not later than six weeks after the reason for the complaint.

Stage 2: Formal Stage

If the issue cannot be resolved by the above method, the formal stage will begin, using Barfection's Grievance procedure. If the complaint is verbal it will be recorded on a Barfection complaints form.

APPEALS

If the complainant wishes to appeal against the decision made by the business partners or Senior Managers at the formal stage 2, the complainant can take the issue to an appeal panel only in the following areas:

- Quality (e.g., standards of service, guidance, resources)
- Unreasonable action or Barfection not doing its job properly.
- Appeals are **not** possible for complaints if:
- They fall outside the areas set out above.
- There is a more appropriate form of complaint or redress (e.g., a complaint to an exam board)
- The issue is subject to legal proceedings.

The appeal panel will normally consist of up to 3 independent members.

The complainant has the right to be represented by a friend. If the friend is a legal representative, Barfection should be informed of this before the panel meets.

14 days' notice will be given of an appeal hearing.

Each party is given the right to make a statement and ask questions.

The decision of the panel is binding on all parties, who must be informed of the outcome as soon as possible and within 14 days of the hearing.

TAKING A COMPLAINT FURTHER

Should the complainant remain dissatisfied they may seek legal advice from the appropriate body or contact the ombudsman. This does not affect statutory rights.

COMPLAINTS MADE AGAINST STAFF OR VOLUNTEERS CONCERNING SAFEGUARDING

Employers or managers have a duty to refer employees or volunteers to Disclosure and Barring Service, (DBS), in the following circumstances:

- Individuals who have harmed a child, young person or vulnerable adult.
- Individuals who may harm a child, young person or vulnerable adult This procedure is a statutory requirement and cannot be dealt with through informal/formal complaints procedures as detailed above.

In all cases, there are two conditions, both must be met to trigger a referral to the DBS by Barfection:

A referral must be made to the DBS when a regulated activity provider, such as an employer or volunteer coordinator or a responsible person in relation to controlled activity:

1. Withdraws permission from an individual to engage in regulated or controlled activity, or would have done so had that individual not resigned, retired, been made redundant or been transferred to a position which is not regulated or controlled activity because.

2. They think that the individual has:

- Engaged in relevant conduct.
- Satisfied the Harm Test or; received a caution or conviction for a relevant offence.

If both conditions have been met the information must be referred to the DBS.