

# COMPLAINTS POLICY AND PROCEDURE

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## Overview

### Purpose

This policy relates to the provision and quality of service provided by Women's Aid Training and Education and includes issues relating to training and assessment, equality and diversity, health and safety, safeguarding and bullying and harassment. Matters relating to assessment decisions, safeguarding issues, equality and diversity and quality assurance are dealt with under the relevant procedures.

### Scope

Women's Aid Training and Education department takes all complaints received seriously and will investigate all complaints promptly. Our aim is to conclude the investigation, and feedback our findings, within 28 days of receipt.

### Related policies and procedures

Other policies and procedures which may impact on this Complaints Policy and Procedure include, but are not limited to, Safeguarding Policy.

### Introduction

This document contains two parts; a policy statement (part one) and procedural guidance (part two).

### Part one – Policy statement

The policy statement sets out the broad framework for the Complaints Policy, including aims and general principles.

### Part two – Procedural guidance

The procedural guidance sets out how the policy will be implemented.

## Part one – policy statement aims and principles

For the purpose of this Policy, a complaint is considered to be either a grievance, problem, difficulty, or concern raised by a learner relating to any aspect of the provision of services delivered. The provision of service refers to the delivery and provision of all agreed services and resources to meet the delivery expectations of the learner. The complaints Policy does not relate to everyday queries, questions, and response times, which would be dealt with in an informal manner. This policy is for apprentices, learners, and employers. Customers are individuals or organisations who are engaged with the accredited modules and apprenticeship training that Women's Aid delivers and include, although are not exclusive to, employers, learners, and awarding bodies.

## Responsibilities

### Managers will:

- Follow this policy and procedure.
- Seek to resolve any complaint received in a timely and professional manner.
- Ensure that all documentation is accurate and clear.
- Deliver the outcome of the complaint within the stated timeline. Where this is not going to be possible we must notify the complainant as soon as possible.
- Consult with the People & Culture team if they are unsure about anything, or if exceptional circumstances arise.

### Colleagues will:

- Support the investigation if required to do so.
- Ensure that confidentiality is maintained at all times.

### The People & Culture team will:

- Provide managers with appropriate advice and support throughout the process to ensure that complaints are dealt with in accordance with this policy and procedure, and in line with all legal, statutory, and good practice guidance requirements.

## Part two – procedural guidance

### **Informal process**

If your complaint is associated with the delivery of training, it can be raised informally with the trainer delivering the course, who will escalate the complaint to her line manager in the first instance.

If a resolution is not found, then the Manager of Training and Education will investigate it. Should the issue not be resolved by the manager, then it would go to the Director of Direct Services at Women's Aid.

### **Formal process**

We will respond to all complaints within seven days of receipt.

The complaint will be recorded at all stages in the complaints log and maintained until the complaint is closed.

The complainant will be presented with the evidence and conclusion either by meeting or telephone discussion.

If the complaint is resolved or actions agreed to resolve the complaint, then the Manager/Director who has dealt with the complaint will follow up the complainant within an agreed timeframe with the complainant to aim for a satisfactory outcome.

### **Escalation process**

If there is not a satisfactory resolution at this point then the full details and investigation of the complaint will be forwarded to the Chief Executive, who will review the information collated to-date within two working days of receiving the information and respond to the complainant. If there is still no satisfactory resolution, then the complaint will go to the Board of Governors.

Where appropriate, Women's Aid will log the complaint/concern with regulatory bodies, for example if a safeguarding or Prevent issue is raised.

All complaints will be shared at the monthly management meeting and an action plan devised to ensure the same complaints do not arise in the future.

Contact details for the relevant Women's Aid employees are contained in Appendix 1.

### **Right of appeal**

In the event that the learner is not satisfied with the outcome of the outcome of the formal process, the learner has the right of appeal. The learner should appeal in writing to Women's Aid's Director of Services, Nikki Bradley, [n.bradley@womensaid.org.uk](mailto:n.bradley@womensaid.org.uk), giving full details of their grounds of their appeal.

Should the learner still be unsatisfied with the decision the appeal outcome will be forwarded to the CEO who will have the final decision.

**APPENDIX 1 – CONTACT DETAILS**

Name: For the manager

Email: [a.mayhew@womensaid.org.uk](mailto:a.mayhew@womensaid.org.uk)

Tel: 07815619812

Name: Nikki Bradley (Director of Services)

Email: [n.bradley@womensaid.org.uk](mailto:n.bradley@womensaid.org.uk)

Name: Farah Nazeer (Chief Executive)

Email: [f.nazeer@womensaid.org.uk](mailto:f.nazeer@womensaid.org.uk)

Name: Sarah Hill (Chair of trustees' board)

Email: [s.hill@womensaid.org.uk](mailto:s.hill@womensaid.org.uk)